



### **Purley Bowls Club**

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## **PURLEY BOWLS CLUB - COMPLAINTS POLICY**

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken they should follow the procedures below:

1. If the matter is a child protection issue or involves anyone aged under 18 years, it should be reported to the club welfare officer. Sample incident report forms for any child protection issues are available.
2. For all other complaints the matter should be referred to the Bowls Club chairman or welfare officer. The report should include:
  - i) Details of the incident
  - ii) The date and time the incident occurred
  - iii) Names of any witnesses or people present at the time of the incident
  - iv) Statements from any witnesses
3. The club chairman or welfare officer will refer the information to the club committee. The designated committee will:
  - i) Treat every report as confidential
  - ii) Not discuss any matters with anyone outside of the committee other than to request expert advice
  - iii) Declare immediately if they have a conflict of interest
  - iv) Treat each reported incident fairly and equitably
4. The club committee will have the power to:
  - i) Issue a verbal warning as to future conduct
  - ii) Issue a written warning as to future conduct
  - iii) Suspend from activities or membership for a period of time
  - iv) Remove/expel from the club/league
5. If the member disagrees with the decision and wishes to appeal, the matter can then be taken to the Sports Club Management Committee who are independent of the Bowls Club.

The decision of the Sports Club Management Committee will be final.