

NEDLANDS BRIDGE CLUB COMPLAINTS AND MEDIATION POLICY AND PROCEDURES

1. POLICY

Nedlands Bridge Club is committed to providing a process whereby complaints can be addressed with due regard to the seriousness of the complaint. Complaints may originate from employees, contractors, volunteers, members or visitors.

We will seek to:

- provide a process that enables a complaint to be addressed at the appropriate level;
- nurture an environment where all stake holders are comfortable in raising a complaint without concern of reprisal;
- as far as possible, ensure that the complaint is handled in confidence, always ensuring that the complainant is aware of Committee actions prior to proceeding;
- integrate our commitment to complaint resolution into all our activities;
- develop, implement and review our objectives and procedures to improve complaint handling and resolution.

Section 4.8 of the Nedlands Bridge Club Constitution addresses the issue of discipline and suspension. This policy and procedures are intended to expand on those provisions.

2. PROCEDURES

A. Roles and Responsibilities

Complaints from Club members, visitors, employees, contractors and volunteers can be addressed to various levels within the Club organisational structure:

- Session Director
- Club Recorder
- Committee member
- Nedlands Bridge Club Management Committee

Session Director

The role of the Session Director is to administer the rules of Duplicate Bridge as set out by the Australian Bridge Federation (ABF). Included are rules regarding etiquette and behaviour during a competition. The Director will endeavour to apply those rules as a situation arises. Where possible, complaints should be resolved during the session. The Director will refer non-bridge related issues to a Committee member.

If the Director cannot resolve a bridge-related complaint, or if either party is not satisfied with the outcome achieved by the Director, the Director may recommend that the complaint be elevated to the Club Recorder.

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Club Recorder

The Recorder is nominated by the Committee to advise players of rules and to attempt to negotiate a satisfactory outcome for all in bridge related matters. Complaints may be referred by the Director, the complainant or by anyone observing potentially unacceptable behaviour. At this stage actions are not recorded and are of a confidential nature.

If the Recorder is unable to satisfactorily resolve the complaint, the Recorder will recommend that the complainant address the issue to the Committee for further action. The complainant may address the Committee in person, in writing or in confidence through an intermediary (usually the Recorder).

Committee Members

Committee members are available to take verbal complaints in a similar manner to the Recorder but they may not be as conversant with the rules of the ABF as the Club Recorder. The Committee member may advise a course of action to the complainant. This could include referring a bridge-related complaint to the Director or to the Recorder as appropriate.

If the Committee member cannot resolve the complaint, the Committee member will recommend that the complainant address the issue to the full Committee for further action. The complainant may address the Committee in person, in writing or in confidence through an intermediary (usually the Committee member or the Recorder).

Non-bridge related issues are to be addressed to a Committee member for resolution, or referral to the Committee for action.

Nedlands Bridge Club Management Committee

Complaints for consideration by the Committee can be referred by a Session Director, the Club Recorder, a Committee member or by any other user of our facilities.

Complaints can be in verbal or written form for Committee consideration. At a scheduled or a special Committee meeting, the Committee will address the complaint and advise the complainant of a recommended path forward. If the complaint is serious or recurrent, the Committee may elect to act without the complainant's agreement.

The procedure to suspend or terminate playing privileges as well as to censure individuals for inappropriate behaviour is specified within the Constitution. The appropriate section is included as part of this procedure.

Actions undertaken by the Committee will be recorded within the minute of regular or special Committee meetings. Any ongoing activities or reports required by Committee actions will be noted for appropriate follow-up. When all actions are complete, the Committee meeting minutes will include a close-out statement.

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B. Nedlands Bridge Club Constitution

Section 4.8 of the Constitution outlines the details for complaint handling and resolution as it applies to infringement of the laws of Contract Bridge or of behaviour prejudicial to the interest of the Club:

4.8 Suspensions and Expulsions

4.8.1 The Club Recorder shall consider verbal or written complaints regarding behaviours or other issues to do with conduct at the playing table or on Club premises, and shall mediate those complaints or refer them to the Management Committee under 4.8.2 below.

4.8.2 A member who infringes the Constitution or any rules, regulations or by-laws made hereunder or having in the opinion of the Management Committee been guilty of conduct prejudicial to the interests of the Club may be reprimanded, suspended or expelled by the Management Committee, in which latter case the name of the member will be expunged from the register. A member facing expulsion shall be entitled to make a case against expulsion at a meeting of the Management Committee before the expulsion takes effect.

4.8.3 If the Committee decides to expel the member, the member may, by notice in writing to the Secretary within seven (7) days of being informed of the decision of the Management Committee, refer the decision without delay to a general meeting. The decision of the Management to expel shall prevail unless reversed by resolution of the majority of those present and entitles to vote at the meeting.

C. WA Police

If a complaint involves a real or suspected violation of WA State law, especially if there is a possibility of physical harm, the Committee or the complainant will consult with WA police. Likewise, if there is a threat to the Club or it's premises, the police will be advised. This action can be taken by any party at any time. The Committee shall be notified at the soonest time possible.

Signed:


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Alan Harrop, NBC President

Date:

28 Oct 2022
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