

WCC Complaint Management Guidelines

- Any complaints regarding the behaviour of members, guests or volunteers should be lodged in writing with the Club Manager.
- Any person who is the subject of a written complaint or appeal shall be notified of the procedures to be followed by the relevant Committee (Senior or Junior) in reasonable time to prepare for any meeting/hearing.
- The said relevant Committee shall appoint a disciplinary sub-committee ("Sub-Committee") who will meet to hear complaint(s) within 21 days of a complaint being lodged. Any person requested to attend a Sub-Committee shall be entitled to be accompanied by a friend or other representative and to call witnesses. The Sub-Committee has the power to take appropriate disciplinary action on behalf of the Committee, including issuing of a written warning, termination of membership or exclusion from Club premises.
- The outcome of the disciplinary hearing shall be put in writing to the person who lodged the complaint and the person against whom the complaint was made within 14 days following the hearing.
- There shall be a right of appeal period of 14 days from the receipt of the disciplinary decision against the Sub-Committee's findings or the sanction(s) imposed or both.
- In case of an appeal, the said relevant Committee shall appoint an appeals committee ("Appeals Committee"). The Appeals Committee shall have a maximum of three members which must not include members involved with the initial Sub-Committee hearing but may include non-members of the Club. The Appeals Committee shall consider the appeal within 21 days of the Club Manager receiving the appeal. The decision of the Appeals Committee shall be final and binding on all parties.
- All members will be subject to these rules and by joining and/or entering the club will be deemed to accept these rules, any club regulations and any codes of conduct that the club has adopted.