

Brisbane Water Bridge Club Inc

(Registered No: Y2481225 ABN 84660 359 652)

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GUIDELINES ON HANDLING BEHAVIOURAL ISSUES

Bad behaviour around the bridge table is not acceptable and these guidelines detail how BWBC will handle such behaviour

We have a two part approach to dealing with bad behaviour:

1. We will promote fair play and being a good sport. Prevention is better than cure!
2. Complaint handling and disciplinary procedures for dealing with bad behaviour are outlined in the club's Constitution

1. Promotion of fair play

Promotion activities can include:

- communicating simple fair play messages via banners, posters, stickers, messages on web-sites
- distributing education brochures about fair play
- instituting a good sports award to present from time to time

We will:

- attach the relevant code of conduct to membership/registration forms and make it a condition of membership
- write an article in a newsletter about appropriate behaviour, focusing attention on the code of conduct
- attach the code of conduct to our club's notice board
- include the code of conduct or education brochures on the club's website

2. Complaint handling and disciplinary procedures

There are several steps in resolving complaints. Taken together, they can be considered a step-by-step guide for managing complaints about bad behaviour.

The first step is often complaint self-management where the person with the complaint tries to resolve the problem directly by talking with the other person involved. Self management of complaints can quickly resolve many lower level and 'accidental' issues.

If this does not work, informal or formal procedures are necessary.

All unresolved complaints about bad behaviour should be reported to the club committee appointed mediator (recorder) in the first instance. The report should be in writing listing the name of the complainant and full details of the behaviour.

Without full details it is difficult to ensure procedural fairness for all parties.

Disciplinary action may initially involve a simple gentle warning, but it could also include suspension, expulsion or require the person to participate in a counselling session.

Informal Procedures

The emphasis here is on resolution, not substantiation. Informal procedures are appropriate when:

- allegations are less serious or allegations are admitted
- complainant prefers an informal option
- behaviour has been observed rather than formally reported.

Informal procedures are based on observation, counselling, mediation and education.

Formal procedures

The club's constitution contains a formal procedure for the discipline of members who breach codes of conduct.

From complaint to outcome, a formal process usually follows this path:

- A formal complaint in writing;
- An investigation by the committee appointed mediator to determine substance i.e. the facts followed by a finding or a report with recommendations to the club's management committee
 - the committee can refuse to deal with the complaint if it considered the complaint to be trivial or veracious in nature;
 - if the committee decides to deal with the matter it will be in line with Clause 11 of the constitution Disciplining of Members
- The outcome may involve counselling, mediation or education or more formal sanctions but must be in line with the club's constitution.
- The constitution contains an appeals process to ensure procedural fairness.