**NGC Complaint Handling Procedure**

This procedure should be used to handle formal complaints against members or guests of Nevill Golf Club, for both golf related and behavioural issues.

**Definitions**

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| “Complainant/Victim” | The person or persons making the complaint |
| “Accused/Perpetrator” | The person or persons accused of the offence |
| “Club” | The Nevill Golf Club |
| “Member” | A member of the Nevill Golf Club |

**Process**

1. When reporting a complaint, the utmost discretion is required of and will be afforded to the Complainant. Only people on a need to know basis will be informed
2. Officers of the Club for Complainant to approach:
	1. Behavioural or other non-golf matters should be reported to the GM or Welfare Officer.
	2. Golf issues, such as suspicion of foul play, should be reported to either the Club Professional or the GM.
	3. Any Members of the Club who personally investigate or pursue the details of a complaint without authority will be in breach of the Code of Conduct.
3. Confidentiality required from Complainant:

No other person, other than Officer approached (see 2. above), should be informed about the issue and failure to adhere to this rule may result in the Complainant themselves being in breach of the Code of Conduct.

1. The GM / Professional will take confidential statements from the Complainant and any witnesses to the incident at the earliest opportunity.
2. If the GM and Professional feel that there is a case to answer then a statement will be taken from the Accused.
3. If the incident or alleged offence is a serious Safeguarding breach then the welfare officer will contact the appropriate authorities at the earliest opportunity.

If the GM and Professional feel that the issue should be taken further then they should advise the board as soon as practically possible and the Board will decide whether to invoke the disciplinary process as set out in Part VI, 6 of the Rules of the Club.