



CODE OF CONDUCT AND DISCIPLINARY GUIDELINES & PROCESS

CODE OF CONDUCT

Tandridge Golf Club is committed to providing an environment that is free of discrimination, harassment and intimidation for members, employees, visitors and guests.

Members of Tandridge Golf Club are expected to adhere to R&A Rules, the Club's Articles, Rules and Byelaws, generally accepted standards of etiquette and behaviour on the course, in the clubhouse and elsewhere on the Club's premises and the Club's dress code.

- Be respectful to all those you come into contact with at Tandridge Golf Club.
- Respect diversity, roles and boundaries and avoid giving offence.
- Do not engage in any form of sexual, racial, religious discrimination or any other harassment.

DISCIPLINARY GUIDELINES AND PROCESS

Although not an exhaustive list the following may be regarded as constituting member misconduct:

- breaches of the Club's Articles, Rules and Byelaws (which can be found in the Documents Section of the Club's website),
- breaches of the Club's Code of Conduct,
- actions which are detrimental to the interests of the Club, its Members or otherwise brings the Club into disrepute.

Complaints of inappropriate behaviour by members must be brought to the attention of the General Manager within 3 days of the incident and if requested should be formalised by e-mail or in writing within a specified period.

On receipt of the Notice of Complaint or the General Manager otherwise becoming aware of an alleged disciplinary matter regarding a Member, the General Manager shall within 14 days;

1. commence an initial investigation into the matter in order to gather information and evidence on the alleged incident
2. forward details of the complaint to the Respondent and invite a written response from the Respondent; and
3. undertake any further investigation deemed appropriate to ascertain the best course of action to resolve the alleged complaint or consider commencing disciplinary action against the Respondent.

Upon completion of the Initial Investigation the General Manager may take any of the following steps:

1. decide that no further action is required;
2. deal with the matter informally by way of advice, information or mediation between the respective parties;
3. if deemed appropriate and/or the matter is considered to be of a serious nature refer the matter to the Disciplinary Committee

Sanctions

Potential sanctions open to the Disciplinary Committee are:

1. a written warning or reprimand;
2. suspension or exclusion from Club activities including club competitions, teams, matches or otherwise;
3. suspension or exclusion from holding office within the Club for a specified or indefinite period of time;
4. suspension of the Member's membership of the Club for a specified period;
5. expulsion from the Club;
6. a combination of any of the above or any other disciplinary action as considered appropriate.

Disciplinary Committee

This shall comprise the Men's and Ladies' Captains and a nominated Director who will act as Chairman.

It shall deal with complaints where the potential sanction is deemed to be beyond the General Manager's discretion.

It shall deal with appeals where the complaint was dealt with solely by the General Manager.

No-one shall sit on the Disciplinary Committee if involved in any way with the complaint. If either or both Captains are conflicted, they shall be replaced by the respective Vice Captain(s). If the Director is conflicted, he or she shall be replaced by another Director.

The Disciplinary Committee shall use the guidelines set out in the Appendix for the conduct of Hearings.

Appeals Process

Either the Complainant or Respondent may appeal any decision made by the General Manager or the Disciplinary Committee, provided they do so within 7 days of receiving notice of the result of the complaint process.

If the complaint was dealt with by the General Manager, the appeal will be heard by the Disciplinary Committee.

If the complaint was dealt with by the Disciplinary Committee, the appeal will be heard by the Board of Directors (excluding any Director who sat on the Disciplinary Committee and the General Manager).

The Club's Rules provide a final route for appeals in the event of suspension of membership or expulsion; this may only be used if the above process has been exhausted.

Communications

At the conclusion of either (i) the initial investigation and decision whether by the General Manager acting alone or by the Disciplinary Committee and/or (ii) after an appeal, the General Manager shall promptly notify the Respondent and the Complainant in writing explaining the reasons why the Complaint has been dismissed or upheld and the sanctions applied if any.

Appendix 1

STANDARD DISCIPLINARY HEARING PROCEDURE

1. If deemed necessary, prior to any hearing, the Disciplinary Committee shall set appropriate deadlines for the submission of any written evidence / representations requested from the General Manager or the Respondent.
2. The hearing shall be convened by the Disciplinary Committee at a time suitable to the parties and communicated to the parties by the General Manager.
3. The case against the Respondent will be presented by the General Manager, together with relevant evidence, including witness statements, if appropriate.
4. The Respondent will be granted the opportunity to present its case, challenge the evidence presented against them, submit their own evidence, call witnesses and make representations to the Disciplinary Committee. The evidence of further witnesses not notified in advance will be admitted at the sole discretion of the Chair of the Disciplinary Committee.
5. Those representing a Respondent at a hearing may present and sum up their case, but they are not permitted to answer questions put to the Respondent.
6. Before being called, witnesses will not be allowed in the room while evidence is being given, this shall not apply in relation to the Complainant or Respondent.
7. Questions may be put by the Disciplinary Committee to the Respondent and each witness on conclusion of their evidence.
8. The Respondent shall have the opportunity to raise questions in cross-examination.
9. The Disciplinary Committee may limit cross-examination as it deems appropriate.
10. The Respondent and the General Manager will be allowed to make a closing statement to the Disciplinary Committee.
11. The room will be cleared and the Disciplinary Committee will deliberate and determine whether, on the balance of probabilities, the disciplinary charge has been proven.
12. The hearing will reconvene and the Chair of the Disciplinary Committee shall either communicate its decision to the parties at the end of a hearing or notify the decision in writing at a later date as set by the Disciplinary Committee.
13. Where a charge is proven the Respondent shall have the opportunity to present arguments in mitigation.
14. The Disciplinary Committee will review the Respondent's previous disciplinary record, where relevant, to consider sanctions.
15. The room will again be cleared and the Disciplinary Committee shall determine the appropriate sanction.
16. The hearing shall be documented in writing by the General Manager and a record kept of all disciplinary proceedings and hearings.
17. The above procedure will also be followed by the Disciplinary Committee or Board of Directors when hearing an appeal.

Appendix 2

APPEALS – RULES OF GOLF & HANDICAPPING

1. Decisions which relate to the Rules of Golf or to handicapping infringements fall within the England Golf Disciplinary Framework and are subject to a right of appeal as set out below.

Matter arising at	Disciplinary body at first instance	Appeal level
Club	Club	County
County	County	England Golf
National	England Golf	England Golf Appeals Panel

There will be no further right of appeal.

2. If the Respondent wishes to appeal a decision of the Disciplinary Panel, they (the “Appellant”) must lodge the appeal to the Disciplinary Secretary in writing (an “Appeal Request”) within 14 days of the date of the Disciplinary Panel’s original decision being notified to the Respondent.
3. The Appeal Request must set out one or more of the grounds of appeal below and any further evidence on which the Appellant wishes to rely, together with reasons why the ground of appeal(s) applies. The grounds of appeal are as follows:
 - i. The decision was based on error of fact or could not have been reasonably reached by a Disciplinary Panel when faced with the evidence before it;
 - ii. Serious procedural or other irregularity in the proceedings before the Disciplinary Panel;
 - iii. Significant and relevant new evidence has become available which was not available before the conclusion of the hearing but, had it been available, may have caused the Disciplinary Panel to reach a materially different decision; and/or
 - iv. The sanction imposed was manifestly unreasonable in the light of the facts before the Disciplinary Panel.
4. Following receipt of a Notice of Appeal, the Disciplinary Secretary shall consider whether the Notice of Appeal is valid, that is received in time and sets out a valid ground or grounds of appeal (but not whether any grounds of appeal have been made out). If the Disciplinary Secretary considers that the Notice of Appeal is valid, he will forward it to the County Secretary of Surrey County Union or Association as appropriate. If the Disciplinary Secretary

considers that the Notice of Appeal is not valid, he will return it to the Respondent and explain why it is not valid.

- i. The County Union or Association Disciplinary Regulations will apply thereafter to any appeal, unless England Golf has determined that it should hear the matter, in which case the England Golf Disciplinary Regulations will apply.

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