



West Linton Golf Club

Code of Conduct

West Linton Golf Club is committed to providing an environment that is free from discrimination, harassment and intimidation for members, employees, and guests.

Members, guests and visitors are all reminded that an acceptable standard of behaviour is expected in all areas of the Club and course, at all times and that upon payment of membership or green fees, all members, guests and visitors shall have given their consent to be bound by both the restrictions and penalties which may be imposed for any breach of the Club's standards or serious misconduct in failing to meet the standards set in this Code of Conduct.

In any communication with a member of staff, official, other Member, visitor or guest, Members must act respectfully and use appropriate language. Abusive or aggressive language will not be tolerated.

A member is responsible for the behaviour of any guests introduced by them either onto the course or into the clubhouse and shall be liable for any breach committed whether by themselves or their guests.

The Club has established a Complaints Committee to manage the Code of Conduct and oversee the complaints process. Notwithstanding this, the Club also adheres to the following:

- R&A Rule 1.2 – Standards of Player Conduct: All players are expected to play in The Spirit of the Game
- R&A Rule 1.2b – Code of Conduct: West Linton Golf Club has adopted this Code of Conduct as a Local Rule

Complaints Committee

West Linton Golf Club has appointed a Complaints Committee to oversee its complaints procedure and to conduct investigation, hearings and impose penalties detailed within this Code of Conduct as may be deemed necessary.

The Committee will be made up of:

- Vice-Captain (Convenor)

- Chair of HR/Finance Committee
- Member of West Linton Golf Club Council
- In the event that a Committee member is unavailable, the Captain may select a member of Council to substitute.

The Complaints Committee will be responsible for implementing this policy in a fair and impartial manner and will meet on an as required basis to perform the following functions:

1. Review complaints information notices in relation to Grade 1 offences and ensure consistency in application.
2. Consider all Grade 2 and 3 complaints and appeals to a Grade 1 penalty
3. Where necessary hold investigations, including a hearing into a complaint or appeal
4. In the case of a hearing about a complaint, Notice of any hearing of the Committee shall be given to the person or persons the subject of the complaint, and the complainant; and in the case of an appeal, to the persons affected by the appeal and the appellant.
5. The notice will specify the date, time and place of any hearing and will be accompanied by copies of all material relevant to the complaint. The notice will also specify if the hearing is to be attended by written submissions or whether the parties are required to attend in person, with the opportunity to have representation attend also. Hearings will be in private with only the accused and his/her representative and the Complaints Committee.
6. No formal legal representative or counsel shall be entitled to attend, provided that the Committee may receive such legal advice as it deems necessary.
7. Any participant to the hearing will advise if a conflict of interest could be lodged by any party.

Code of Conduct

A person engaging in any behaviour that may be detrimental to the game of golf or West Linton Golf Club is in breach of the code of conduct and should be reported to the Secretary's office.

It is in the best interests of the game that such behaviour is reported, and all players, members and members of the public are encouraged and have a duty to report such behaviour.

Whilst fully acknowledging that "banter" contributes to creating a healthy atmosphere amongst members, these rules are designed to safeguard others who find such banter offensive or intimidating.

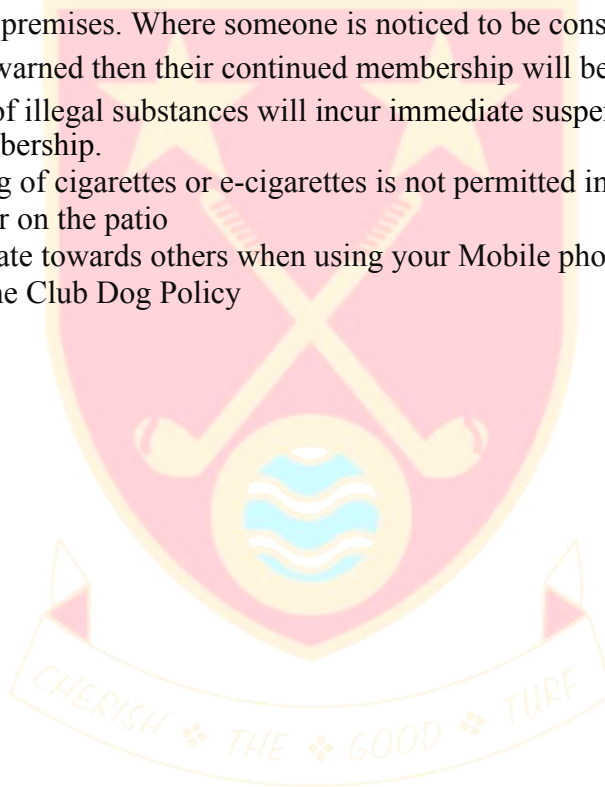
This Code of Conduct is not intended to create a bureaucratic, regulatory environment, but rather to promote and enhance our Club's values.

1. **On the course:** All golfers must:
 - Avoid slow play, apply 'Ready Golf' principles and allow other golfers to play through as appropriate, waving the following group through when searching for lost balls and maintaining the speed of play by keeping up with the group in front.
 - Adhere to the dress code and R&A and local rules of the course.
 - Demonstrate fair play both on and off the course.
 - Always follow established golf etiquette respecting the course, such as:
 - (i) Repairing pitch marks, replacing divots, raking bunkers etc.

- (ii) Showing the necessary respect to fellow golfers at all times, which includes no shouting on the course, no misuse of equipment (e.g., throwing clubs in frustration etc.), no aggressive behaviour, nor the taking of performance enhancing drugs.
- (iii) Conduct themselves in a sportsmanlike manner and do not knowingly cheat, disrespect employees, officials or fellow players.
- (iv) Mobile phones must be switched to silent on the golf course

2. **In the clubhouse:** Members, guests and visitors are reminded that:

- Any form of discrimination, harassment or intimidation is regarded as unacceptable behaviour.
- Consumption of excessive quantities of alcohol is not permitted by law. Please do not be offended if service is refused.
- The use of foul or abusive language such as swearing has no place in the clubhouse and any member heard using unacceptable or offensive language will be asked to either stop or leave the premises. Where someone is noticed to be consistently using bad language after being warned then their continued membership will be reviewed accordingly
- The taking of illegal substances will incur immediate suspension and loss of membership.
- The smoking of cigarettes or e-cigarettes is not permitted in the clubhouse, in any club building, nor on the patio
- Be considerate towards others when using your Mobile phone in the clubhouse
- Adhere to the Club Dog Policy



Complaints process:

Complaints may be made by any person including a competitor, member, visiting guests, other associated golf club members and members of the public.

Complaints must be made in the first instance to the Secretary's office (failing which Management, Professional or Council member) and that within 3 working days of the matter occurring. These must be then followed up in writing within an acceptable timeframe.

Once received the Secretary will investigate and where appropriate seek to resolve any minor matter, unless there have been previous complaints. The Secretary will grade the offence in accordance with Section Grading of Complaints below. The Secretary will then take the following actions.

- a) If the matter is Grade 1, of a minor nature, the Secretary will discuss the complaint with the Convenor - if they agree to deal with the complaint by either dismissing the complaint or deal with it by way of the first step in Appendix 2, the Secretary will discuss the complaint with the person(s) involved whereupon the matter will be closed;
- b) If the matter is Grade 1, but the person involved has already had step one of Appendix 2, then the Secretary will discuss the complaint with the Convenor - if they agree to deal with the complaint Secretary will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of the second step in Appendix 2;
- c) If the matter is a Grade 2 or 3 offences, or involves a Grade 1 suspension or expulsion, the Secretary will carry out a preliminary investigation and shall refer the matter to the Complaints Committee who shall gather all the facts of the complaint as is reasonably available within seven days from the receipt of the Complaint notice. This may include speaking to the accused person and getting a written report from that person. A hearing shall be called as soon as is practical. The accused shall be provided with copies of any documents, statements and shall be entitled to be represented by a friend at the hearing. If the accused wishes to submit any documentation for consideration this should be presented to the Convenor or Secretary no later than 48 hours prior to the hearing.

Grading of Complaints

All complaints and charges are to be graded 1 to 3 with 1 being the lightest grading and 3 the most serious. This is done by reference to Appendix 1 and the following notes.

The Secretary is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player may receive. Therefore, consistency of grading across offences is important and it is a requirement that records are kept supporting the grading process. Grading consistency will be monitored by the Complaints Committee.

On some occasions, the Secretary may not recommend a grading because of the seriousness or complexity of an incident and may automatically refer the charge to a Hearing.

Penalties:

With regards to playing golf, the Committee may disqualify a player from a Competition for acting contrary to the spirit of the game, if it finds that the player has committed a serious misconduct.

If a complaint is upheld by the Committee, it shall give its decision in writing, within 5 days, with reasons for the decision and any penalty imposed.

The Committee will deal severely with proven cases of serious misconduct. If in a particular case conduct appears to constitute a criminal offence, the matter may be referred to the Police.



Appendix 1: Grading of Offences

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

Grade 1 Offences

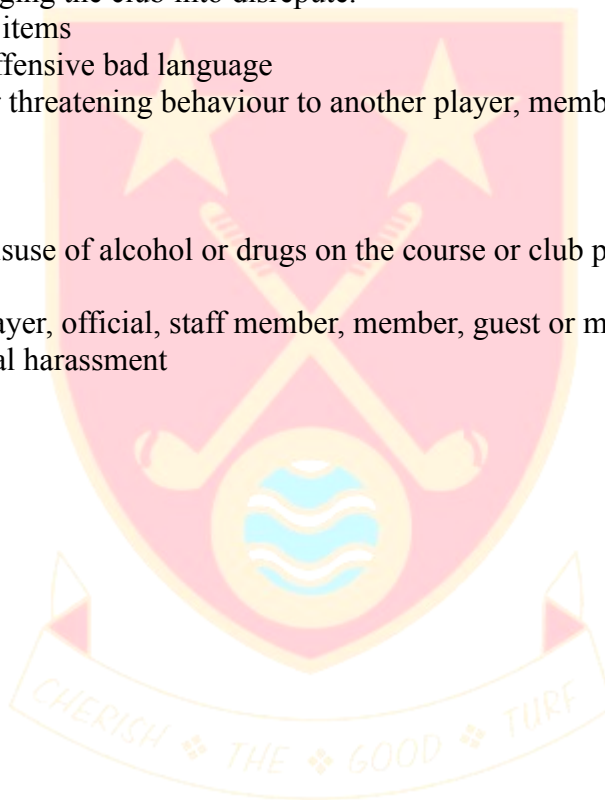
- Bad language
- Improper treatment of equipment, including throwing of clubs
- Improper use of club (other than within the intentions of the game e.g., damaging trees, green, tees etc.)
- Failure to complete a round when representing the club in any sanctioned tournament/interclub match.

Grade 2 Offences

- Behaviour bringing the club into disrepute.
- Theft of minor items
- Excessive or offensive bad language
- Verbal abuse or threatening behaviour to another player, member, official or member of staff

Grade 3 Offences

- Any serious misuse of alcohol or drugs on the course or club premises
- Serious theft
- Assault of a player, official, staff member, member, guest or member of the public
- Sexual or verbal harassment



Appendix 2 Complaints Process and Escalation

Grade 1 Offence

If no previous offences, any one of the following process will be adopted:

1. Verbal warning with notice on file.
2. Written warning issued to member.
3. Penalty of suspension imposed by the Committee.

Offences remain on file for 12 months, 2 or more Grade 1 offences within a 12-month calendar period will lead to immediate Grade 2 process.

If the next incident is a Grade 2 offence, then that process will override the above.

Grade 2 Offence

If no previous offences, any one of the following process will be adopted depending on the seriousness of the offence:

1. Written warning issued to member.
2. Penalty of suspension imposed as determined by the Committee.
3. Penalty of expulsion as determined by the Committee

If the offence is considered serious, or there are other recent offences, then a step can be bypassed at the discretion of the Disciplinary Committee.

Offences remain on file for a period of 12 months.

Grade 3 Offence

Depending on the seriousness of the offence, any one of the following actions may be adopted:

1. Written warning issued to member.
2. Penalty of suspension imposed as determined by the Committee;
3. Penalty of expulsion as determined by the Committee

Offences remain on file for a period of 12 months.

Step 1 will only be taken if the offence is considered of a lesser scale otherwise a penalty of suspension will usually be imposed.

Note: A clean slate policy will apply to any offence after a twelve-month period from date of imposition of last penalty.