

# BAWBURGH GOLF CLUB - MEN'S SECTION

## CODE OF CONDUCT

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

All golfers should conduct themselves in a respectable and reasonable manner, consistent with the accepted standards for playing golf. They should demonstrate courtesy and sportsmanship, whilst observing the spirit of the game, by always showing consideration to others.

The Men's Section has adopted the following **Code of Conduct** in respect of its competitions and all golfers will adhere to both the restrictions and remedial actions which may be imposed for any breach.

It is in the best interests of the game of golf that behaviour, which is in breach of this **Code of Conduct**, is investigated and **ALL** golfers have a duty to report any such behaviour.

### 1. **On the Course**

All golfers should **ALWAYS**:

- a. avoid slow play and apply ready golf principles including maintaining the recognised speed of play for the course, playing a provisional ball if appropriate, keeping up with the group in front and inviting the group behind to play through if losing a clear hole in front;
- b. adhere to the Bawburgh Golf Club dress code (see Appendix 1);
- c. acquaint themselves and comply with the R&A Rules of Golf and Local Rules of the course;
- d. demonstrate fair play both on and off the course, conduct themselves in a sportsmanlike manner and not knowingly cheat;
- e. always follow established golf etiquette respecting the course, such as repairing pitch marks, replacing divots and raking bunkers;
- f. show the necessary respect to others at all times and not disrespect employees, officials or fellow golfers - aggressive behaviour is not acceptable;
- g. switch mobile phones to silent.

### 2. **Grievances and Complaints**

Understandably there will be times where some members are dissatisfied. Prompt and confidential reporting of dissatisfaction is encouraged as this allows action to be taken as appropriate.

Grievances or complaints can be raised informally, normally verbally or by email, and will receive an informal response.

Formal grievances or complaints should be clearly marked as such, submitted in writing or email, and will be investigated with a formal response provided.

To assist members in directing their grievance or complaint, the matrix below is an indicative guide of who to contact:

<b>Subject</b>	<b>Content</b>	<b>Contact Point</b>
Bawburgh Golf Club facilities	Membership or fees Condition of the golf course Matters relating to the clubhouse, car park or other Glen Lodge facilities Standards of dress	Bawburgh Golf Club / Golf Office

	Matters relating to the golf course or practice facilities Covid-19 or similar processes Golf club website Non-competition related golfing matters Application of rules of golf (non-competition)	
Men's Section competitions *	Competition format Competition schedule Competition entry fees or prizes Appeals against disqualification in competitions or scores allocated, Individual members behaviour during competitions County competitions or club representation Committee or AGM related matters Application of rules of golf (competition) Disputes arranging knockout matches Trophies or honours boards Distribution of Men's Section funds	Men's Section Captain / Vice Captain
Bawburgh Golf Club run competitions	Christmas Cup, Greenkeepers Trophy, Millennium Trophy Mixed and Junior Competitions	Bawburgh Golf Club / Golf Office
Handicap **	New handicap allocation Handicap reviews Calculation of current handicap Handicap allowances in competitions	Men's Handicap Secretary
Ladies section competitions ***	All concerns and issues	Ladies Section Captain
Veterans section competitions ***	All concerns and issues	Veterans Section Captain

\* Note: although the golf office administers competitions, they do this on behalf of the Men's Section Committee hence complaints about competitions should come to the Men's Section Captain and not to the golf office or Bawburgh Golf Club.

\*\* Note: although the golf office administers handicap matters, they do this on behalf of the Men's Section Committee hence complaints about handicaps should come to the Handicap Secretary and not to the golf office or Bawburgh Golf Club.

\*\*\* Note: where appropriate the Men's Section Captain will liaise with the Ladies Section or Veterans Section Captain to cover overlapping complaints or grievances.

### **3. Submitting and Grading of Formal Grievances or Complaints**

- 3.1 Formal grievances or complaints must be made, in the first instance, in writing or email to the Men's Section Captain as soon as practicable and not more than 7 days of the matter occurring.
- 3.2 Once received, the Men's Section Captain and Secretary (or one other person who is an elected Officer of the Men's Section Committee, but not the Vice-Captain or the Immediate Past Captain) will determine the severity of the matter and it will be graded in accordance with the Grading of Complaints as per Appendix 2. The Men's Section Captain will then take the following actions:
  - a. If the matter is Grade 1, the Men's Section Captain will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it as per Appendix 2, whereupon the matter will be closed;
  - b. If the matter is Grade 1, but the person involved has already had a verbal warning, then the Men's Section Captain will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it as per Appendix 2;
  - c. If the matter is Grade 2 or 3, or could lead to a Grade 1 competition disqualification, the Men's Section Captain will carry out a preliminary investigation and gather all the facts of the grievance or complaint as are reasonably available within 7 days from the receipt of the formal submission. This may include speaking to all parties and obtaining written reports. The matter will then be referred to the Conduct Committee.
  - d. Where the matter may warrant an immediate suspension from competition, or there is a history of prior grievances or complaints about the member, the Men's Section Captain and Secretary may bypass the grading process and may automatically refer the matter to the Conduct Committee.
- 3.3 The Men's Section Captain will be responsible for keeping all relevant parties informed about the progress of the grievance or complaint. The aim is to conclude all actions within one month of being presented, with minimum of bi-weekly updates provided by the Men's Section Captain.
- 3.4 If a grievance or complaint is upheld by the Conduct Committee, it shall give its decision to all parties in writing within 5 days, with reasons for the decision.
- 3.5 **When appropriate the matter will be referred to Bawburgh Golf Club who will make the final decision.**

### **4. Formal Grievances or Complaints Management**

- 4.1 The Men's Section will appoint a Conduct Committee to oversee the grievance or complaint procedure set out below, and to conduct investigations, hearings, issue updates or decisions and impose remedial actions within the **Code of Conduct** as may be deemed necessary.
- 4.2 The Conduct Committee will be made up of the Men's Section Captain, Vice-Captain and Immediate Past Captain. In the event of one of these being absent, another elected Officer of the Men's Section Committee may be engaged.
- 4.3 The Conduct Committee will be responsible for implementing this policy in a fair and impartial manner. The Men's Section Captain will act as convenor.
- 4.4 The Conduct Committee will meet on an as required basis to perform the following functions:
  - review any recent grievances or complaints, procedures, grading matrix and potential remedial actions applying;
  - review remedial actions for Grade 1 matters to ensure consistency in application;
  - Consider all Grade 2 and Grade 3 grievances or complaints, and any appeals to a Grade 1 decision;
  - Where necessary hold investigations, including a hearing into a grievance, complaint or appeal.
- 4.5 Notice of any hearing of the Conduct Committee shall be given, in the case of a grievance or complaint, to the person or persons the subject of the matter and the complainant and, in the case of an appeal, to the persons affected by the appeal and the appellant.
- 4.6 The notice will specify a date, time and place of any hearing, to be held within no more than 14 days, and will be accompanied by copies of all available material relevant to the grievance or complaint; additional material may subsequently be submitted. The notice will also specify if the hearing will be using written submissions only, or whether the parties are required to attend in

person, giving the opportunity to have representation attend. Hearings will be in private, and minutes taken, with only the relevant parties, their representatives and the Conduct Committee in attendance.

- 4.7 No formal legal representative or counsel shall be entitled to attend, provided that the Conduct Committee may receive such legal advice as it deems necessary.
- 4.8 Any participant to the hearing will advise in advance if a conflict of interest could be lodged by any party.
- 4.9 **When appropriate the matter will be referred to Bawburgh Golf Club who will make the final decision.**

## **5. Remedial Actions**

The following outcomes are available to the Men's Section Captain, Conduct Committee if Grade 2 or 3, or Bawburgh Golf Club to resolve a grievance or complaint:

- Dismissal of grievance or complaint;
- Verbal warning;
- Written warning;
- Disqualification from the competition in question;
- Suspension from future competitions (timeframes will vary);
- Recommendation to Bawburgh Golf Club for member expulsion;

In respect of all grievances or complaints, an apology may be sought to be given to the complainant and/or any other affected parties.

## **6. Appeals**

- 6.1 A Grade 1 matter, or an informal grievance or complaint, which has been dealt with by the Men's Section Captain, can be appealed. The appeal should be made in writing within 2 weeks of the original decision being issued and should be submitted to the Men's Section Secretary. The Conduct Committee will convene to consider the appeal and respond with the next course of action within 2 weeks of receipt of the appeal
- 6.2 A Grade 2 or Grade 3 matter can be appealed. The appeal should be made in writing within 2 weeks of the original decision being issued and should be submitted to Robert Barnard, Managing Director of Bawburgh Golf Club. He will consider the appeal and, if necessary, discuss with the Ladies and/or Veterans Section Captains and respond with the next course of action within 2 weeks of receipt of the appeal.
- 6.3 If the decision is made by Bawburgh Golf Club then the matter is final and there can be no appeal.

## **7. Additional Notes**

1. All grievances or complaints will be formally recorded and retained by the Men's Section Secretary for a period of 3 years from the date it was initially submitted to the Men's Section Captain.
2. Whilst ensuring confidentiality is protected, the Men's Section Captain will acquaint the Men's Section Committee and Bawburgh Golf Club of the circumstances and outcomes of all grievances and complaints.
3. The gravity of any grievance or complaint may cause it to be reclassified to a different grade.
4. Bawburgh Golf Club, having been notified of any upheld grievance or complaint, and may decide to impose their own remedial actions in addition to those of the Men's Section Captain and/or Conduct Committee.

## **Appendix 1 - Bawburgh Golf Club Dress Code**

We want all our members, guests and visitors to have the best possible experience at Bawburgh Golf Club and we therefore ask that all golfers are smartly attired.

### On the Golf Course

**Please wear smart golfing attire at all times.**

The following items of clothing **are not allowed** on the golf course:

- Shirts without collars unless they are T-shirts designed and made by recognised golf brands. Vests are not allowed.
- Football, Rugby or other Sports shirts, shorts or tracksuits.
- Cargo style shorts or trousers.
- Beach shorts.
- Denim jeans.
- Shirts should be tucked in unless they are properly tailored.

### In the Clubhouse

**You are asked to wear smart casual wear throughout the Clubhouse.**

- Hats, caps and visors should be removed when entering the Clubhouse.
- Denim jeans are allowed, as long as they are smart and do not have rips, or are bleach dyed.
- Footwear must be worn in all Clubhouse areas.
- Golf shoes and water-proof clothing should be removed before entering the Clubhouse areas.

Many thanks for your co-operation.

## Appendix 2

Grade of grievance or complaint	Nature of incident (an illustrative and not exhaustive list)	Remedial actions available	Decision determined by
Grade 1 (and informal)	<p>Abusive language or behaviour</p> <p>Improper use of golf equipment (i.e., throwing of clubs) trolleys or buggies,</p> <p>Failure to comply with course notices</p> <p>Failure to repair course damage (divots, bunkers, pitch marks)</p> <p>Unsportsmanlike behaviour</p> <p>Repetitive failure to complete competition rounds without good reason</p> <p>Repetitive late withdrawal from pairs and team competitions,</p> <p>Failure to complete knockout matches or accept results</p> <p>Using, or circumventing, handicap process to gain an unfair advantage</p> <p>Failure to act when observing cheating</p> <p>Inadvertent rule breaches or lack of knowledge of rules</p> <p>Persistent slow play or failure to allow others to play through</p> <p>Failure to comply with dress code</p>	<p>Informal complaints will normally get a verbal warning</p> <p>Formal complaints will get formal written warning.</p> <p>Disqualification from competition*</p> <p>Request apology and agreement not to repeat</p>	<p>Men's Section Captain – see below</p> <p>*Conduct Committee</p>
Grade 2	<p>Behaviour bringing the golf club into disrepute</p> <p>Causing deliberate damage to the course or facilities</p> <p>Extreme bad language and extreme unseemly conduct</p> <p>Intentionally breaking clubs and equipment</p> <p>Verbal / written abuse or threats to any individual</p> <p>Negligently threatening the safety of other golfers or greenkeepers on the course</p> <p>Cheating or deliberate miscounting</p> <p>Persistent failure to act on observed cheating and rule breaches</p>	<p>Formal written warning</p> <p>Disqualification from competition</p> <p>Comp suspension of up to 3 months or up to 10 events</p> <p>Recommendation to Bawburgh Golf Club for member expulsion</p> <p>Request apology and agreement not to repeat</p>	<p>Conduct Committee – see below</p>
Grade 3	<p>Misuse of alcohol and/or drugs on the premises</p> <p>Bullying / harassment / assault of any individual</p> <p>Discriminatory behaviour of any nature</p> <p>Deliberately threatening the safety or safeguarding of others</p> <p>Multiple incidents of cheating</p> <p>A Grade 1 or 2 incident where the member has a previous upheld complaint of any level in the last 3 years</p>	<p>Formal written warning</p> <p>Disqualification from competition</p> <p>Playing suspension of up to 12 months</p> <p>Recommendation to Bawburgh Golf Club for member expulsion</p> <p>Request apology and agreement not to repeat</p>	<p>Conduct Committee – see below</p>

**NOTE – WHEN APPROPRIATE THE MATTER WILL BE REFERRED TO BAWBURGH GOLF CLUB WHO WILL MAKE THE FINAL DECISION.**