

Kinsale Golf Club

Conduct of Members

In addition to the obligations imposed on Members by the Rules and Etiquette of Golf, members should adhere to the following Principles of Behaviour.

Principles of Behaviour

1. Members, staff and visitors must treat each other with dignity and respect. Personal responsibility for our own conduct and that of our guests is the key to creating a strong sense of community within our club and a high level of co-operation between our members, their guests and our staff.
2. The maintenance of good order and discipline in the first instance will be the responsibility of each member, then the Men's and Ladies Club Committees and overall, by the Management Committee.
3. Member and guests have a fundamental right to enjoy all the facilities of our club, in a safe and stress-free environment. Bullying, harassment or any form of discrimination will not be tolerated.
4. All matters of discipline shall be overseen by the Management Committee, in a manner that protects the dignity of the members.
5. Appropriate Etiquette for members includes:

Adherence to

1. All the rules of the Royal and Ancient Golf Club of St Andrews (generally referred to as 'The rules of Golf') apply, without exception.
2. All rules and regulations of Golf Ireland including rules relating to handicapping.
3. All policies and rules of the Club as laid down by the Management Committee, Men's Committee and Ladies Committee. These shall be displayed on the clubhouse or on the club web page, or on the score card to. It is each member's responsibility to ensure that they are familiar with our club's policies, rules and local rules.

COMPLAINTS AND GRIEVANCES PROCEDURES.

The Management Committee will create a Disciplinary Panel made up of members of the Club from which investigation committees will be formed as required. The role of the investigation committees will be to investigate, adjudicate and decide on any complaints it might consider.

If a complaint is made against a Juvenile member then the matter shall be dealt with in accordance with the Disciplinary and Complaints Procedures contained in the Kinsale Golf Club's Code of Ethics for Young People.

1. Complaints Procedure

Of its own volition, or following on a complaint to it, the Management Committee may investigate a complaint or grievances. If the Management Committee finds that a complaint is not trivial or vexatious it shall conduct the investigation as follows:

1. All complaints or grievances, unless decided otherwise by the Management Committee, must be in written form (by letter or by e-mail), and addressed directly to the Chairman of the Management Committee. Receipt of the correspondence will be acknowledged, as soon as possible. If the Chairman of the Management Committee is the subject of the complaint, then the complaint should be addressed to the President of the Club. In such a case the President of the Club will replace the Chairman of the Management Committee in the proceedings.

2. If the complaint involves a golfing matter the Chairman of the Management Committee may refer the matter to the respective Men's or Ladies Committees for resolution.

3. Otherwise the Chairman of the Management Committee will set up an Investigation Committee to specifically investigate the matter. Such committee should consist of at least two or more club members, drawn from the Disciplinary Panel, but must not include any member who is directly or indirectly involved in the matter concerned, nor should it include, any member or individual who has had a prior relationship with either party and whose participation may be perceived to compromise the ultimate decision or ruling reached by the Investigation Committee.

- 4 In all instances where an investigation occurs following a complaint , the member subject of the complaint will be made aware in writing of the precise allegations being made against him/her and will be given the opportunity to rebut these allegations in accordance with the principles of natural justice.
- 5 The decision of the Investigation Committee will be formally communicated to the parties within 10 working days of the Investigation Committee's findings.
- 6 Where the decision or ruling issued by the Investigation Committee is not to the satisfaction of the parties concerned it may be appealed by either party to the Management Committee of Kinsale Golf Club.
- 7 The Appeal must be submitted in writing (by letter or email) to the Chairman of the Management Committee within 10 working days of the issuing of the Investigation committee's decision.
- 8 The Management Committee will form an Appeal Committee, made up of three members, one of whom will be nominated as the Chairman of the Appeals Committee. The Appeals Committee must not include any member who is directly or indirectly involved in the matter concerned, nor should it include any member or individual who has had a prior relationship with either party and whose participation may be perceived to compromise the ultimate decision or ruling reached by the Appeal Committee.
- 9 The decision of the Appeals Committee will be formally communicated to the parties within 10 working days of the final decision of the Appeals Committee.
- 10** Where there is still contention as to the decision or ruling reached after the process, an application can be made within 10 working days of the date of the Appeals Committee ruling to the Chairperson of the Management Committee for the matter to be referred to **Sport Ireland**, for independent investigation and arbitration by an external arbitrator appointed by them. The Arbitrator's decision shall be binding on all parties. Who shall bear the cost of such arbitration will be decided by the Arbitrator.

11 Nevertheless, nothing contained herein shall preclude any individual's right to pursue whatever other means of redress he/she considers necessary. Where a decision has been reached and it is considered that some form of sanction should be imposed, such sanction will be in accordance with those specified below.

2. SANCTIONS / Penalties

In accordance with clause B11 of the Constitution of Kinsale Golf Club. The Management Committee has the authority to impose such penalty, up to and including suspension or expulsion from the Club, as in its absolute discretion it may think fit.

3 Timings/time Frames

All complaints must be received by The Chairman of the Management Committee within 10 working days of the alleged incident.

1. The Chairman of the Management Committee will acknowledge receipt of the complaint within 10 working days.
2. The investigation committee's decision will be formally communicated to the parties within 10 working days of their final Meeting.
3. Where a party wishes to make an appeal under section 1.6 of the Complaints Procedure, such an appeal must be in writing and must be sent to the Chairman of the Management Committee within 10 working days of receipt the Investigation Committee's decision/ruling.
4. The Management Committee's Appeal Committee should meet within 10 working days of receipt of such an appeal and issue its decision/ruling/findings within seven days.
5. Where a party wishes to refer the matter to arbitration under section 1.10 of the Complaints Procedure such an application must again be in writing and sent to the Chairman of the Management Committee within 10 working days of receipt of the decision of the Appeal Committee.