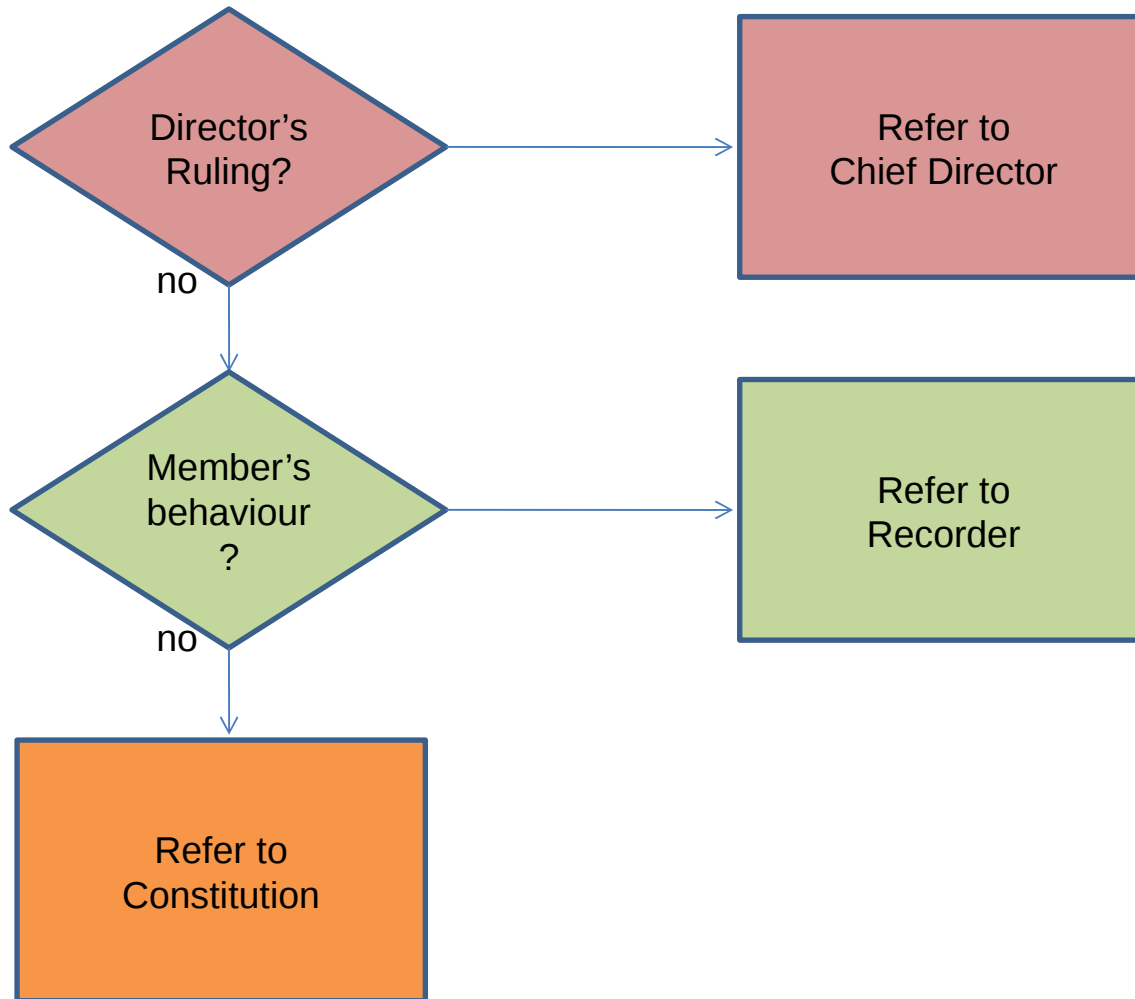


Complaint handling

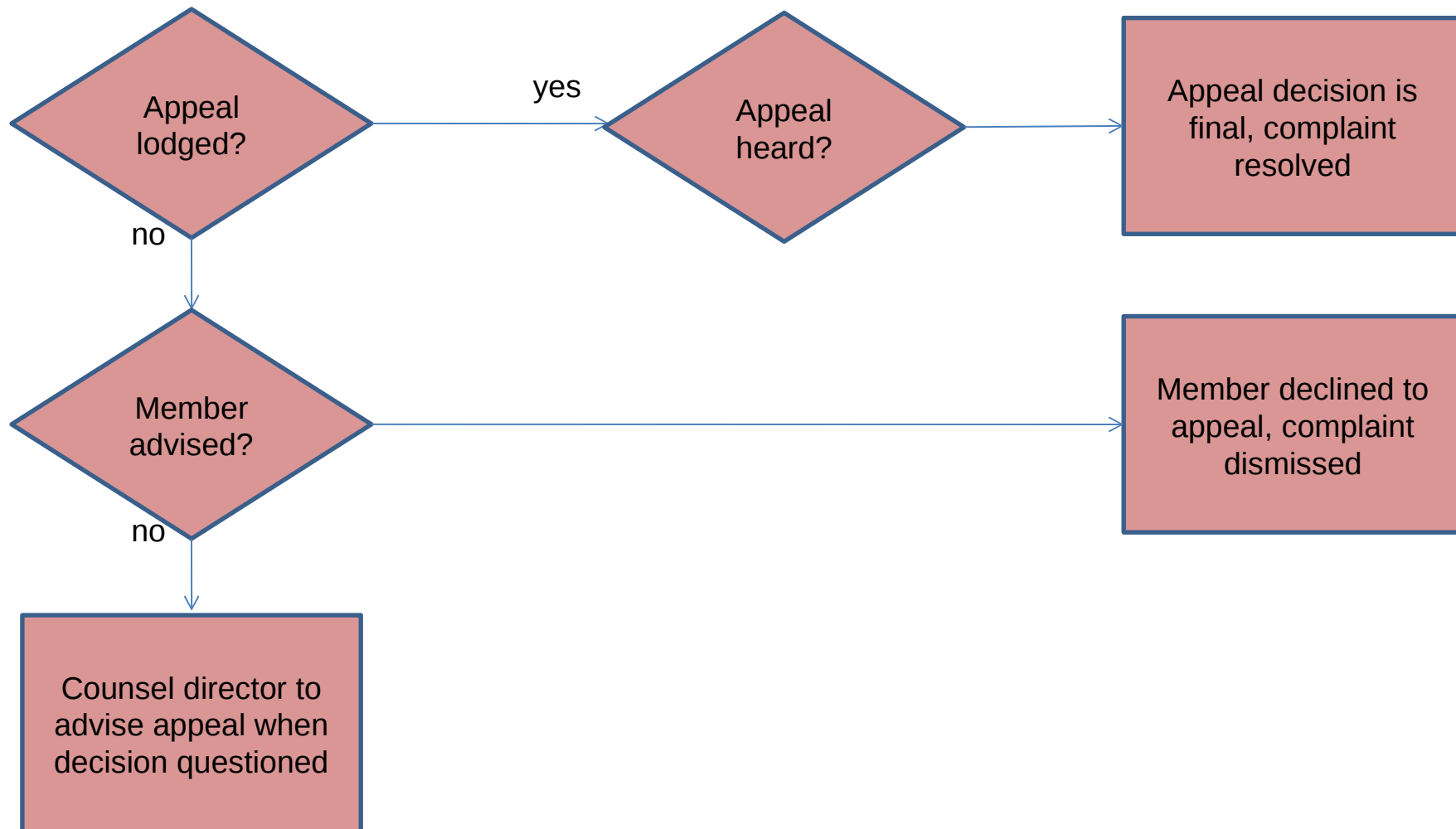
Central Coast Leagues Club Bridge Club

September 2018 Louis Koolen

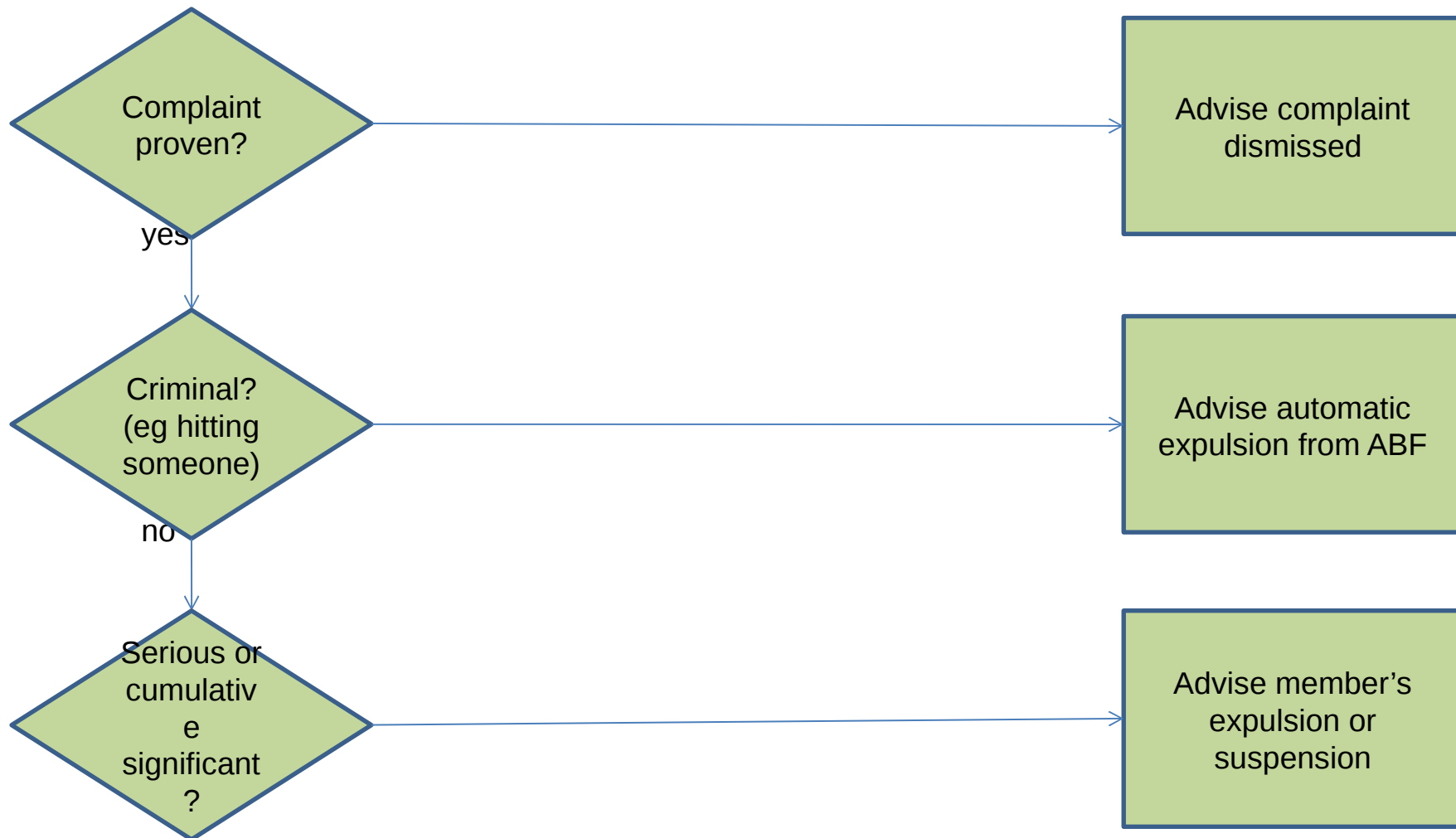
Determine nature of complaint



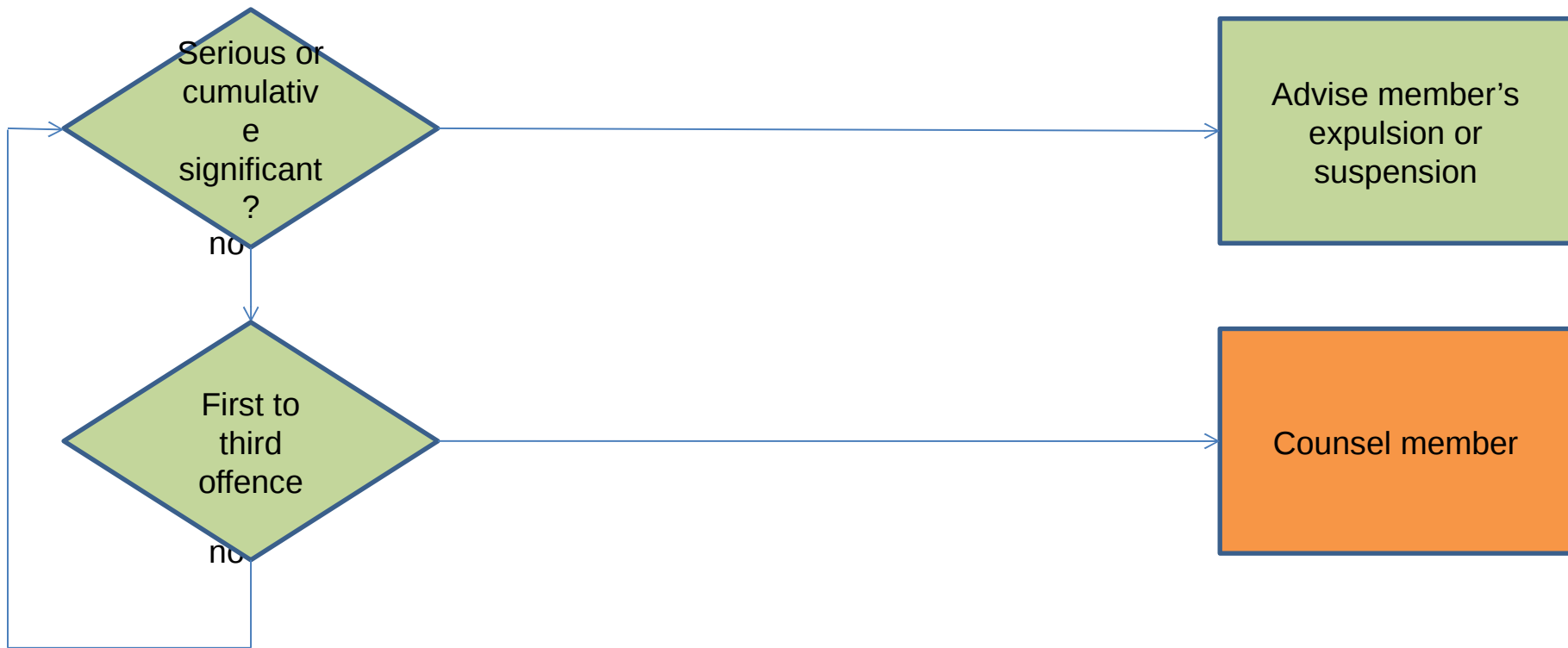
Chief Director's Process



Recorder's Process



Recorder's Process



Committee's Process

Once the committee receives a report that an incident does merit an enquiry as to whether disciplinary action needs to be taken, the committee shall take the following steps:

- Appoint a two committee members, one as complaints counsellor (hereafter counsellor) and the other as witness.
- The counsellor will invite the person the subject of complaint (hereafter the person) to a counselling session, provide the details of the process and inform that s/he is entitled to have an independent person present for support and to observe.
- The counsellor shall control the process, asking questions and providing counselling. The witness is not entitled to ask questions or provide counselling unless invited to do so by the counsellor. The counsellor is not obliged to invite the witness to speak.
- The independent person is not entitled to speak during the process but may be invited to do so by the counsellor at the end of the session.

Counselling Process

The counsellor will advise the person of the process:

- The essence of the complaint.
- That a further complaint will lead to another counselling session.
- That failure to accept counselling will be treated as a further complaint.
- That after three counselling sessions, the next complaint will be referred to the full committee, according to section 17, who may recommend suspension or expulsion.

Other complaints

