

## Complaints Policy

The Complaints Policy outlines the process by which complaints brought to the attention of the Complaints Committee will be dealt. The Complaints Committee comprises the Vice Chair of the PLTC Committee, and Membership or Junior Secretary as appropriate to the membership status of the subject of the complaint.

### How do I make a complaint?

In the event that any member feels that s/he has suffered inappropriate standards of behaviour of another member in any way:

1. The Complainant should report the matter in writing to the Vice Chair of the PLTC Committee.
2. The report should include:
  - (a) details of what occurred;
  - (b) details of when and where the occurrence took place;
  - (c) any witness details and copies of any witness statements;
3. If a club member is accused of inappropriate standards of behaviour, the Complaints Committee:
  - a) will request that both parties to the complaint submit written evidence regarding the incident(s);
  - b) may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
  - c) may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
  - d) may refer to information held by the committee relating to former complaints made about other incidents, including the date, to whom such complaints were made, and the outcome;
  - e) will have the power to impose any one or more of the following sanctions on any person found to be in breach of any club policy:
    - i. warn as to future conduct;
    - ii. suspend from membership
    - iii. exclude a member from the Club, either temporarily or permanently and
    - iv. turn down a member's current and/or future membership applications).
  - f) will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
4. Either party may appeal a decision of the Complaints Committee to the County Association (including a decision not to hold a hearing) by writing to the County Secretary within 3 months of the Club's decision being notified to that party
5. When the Complaints Committee meet they will take into account any background information deemed relevant. They will consider any development advice or guidance that may be appropriate that may be part to a resolution of the complaint.
6. If a complaint is made about a Complaints Committee member, the person complained about will absent themselves from that Committee's meeting called to determine the outcome unless called to give their account. They will be replaced by the Chair of the PLTC Committee.

### Removal from membership

The ultimate sanction is to refuse membership or to expel from membership:

*The Club may refuse membership or expel from membership only for good and sufficient cause, such as conduct or character, either in or out of the Club, likely to bring the Club or sport into disrepute. The PLTC Committee shall, by not less than a two thirds majority vote of the Committee be empowered to terminate that person's membership. Appeal against such a decision may be made to the Club's members and decided by a majority vote of members attending the meeting convened, amongst other things for that purpose. Any person whose membership is terminated in these circumstances shall immediately be excluded from the Club premises and have no claim against the Club, the Committee, or any member thereof, except that any unexpired portion of his subscription shall be refunded.*