

# Townsville Bridge Club Inc

## Grievance Procedure:

Adopted AGM 23 September 2024

The resolution adopted at the AGM 9 September 2017, outlined in black below, be amended to include the changes, outlined in red below:

**The procedures outlined to be adopted by the Club's Management Committee when dealing with reported inappropriate behaviour.**

<b>Inappropriate behaviour</b>	<p>Is defined as any behaviour that:</p> <p><i>Falls to comply with</i></p> <ul style="list-style-type: none"><li>• the Rules of the Townsville Bridge Club;</li><li>• Playing Rules of the Townsville Bridge Club;</li><li>• Associated QBA Rules and Regulations that apply to specific events;</li></ul> <p><b><u>OR</u></b></p> <ul style="list-style-type: none"><li>• Is considered injurious or prejudicial to the character or interests of the Townsville Bridge Club or any of its members;</li><li>• Brings the game of Bridge and/or the Townsville Bridge Club in disrepute.</li></ul>
<b>A. Oral Report</b>	<ul style="list-style-type: none"><li>• Will be treated as an informal piece of information and may or may not be acted upon by the Management Committee who will have total discretion to decide as to what action will be taken;</li></ul>

<p><b>B. <u>Written Report</u></b></p>	<ul style="list-style-type: none"> <li>• This must be submitted to the Secretary, Townsville Bridge Club. Email is acceptable;</li> <li>• The written complaint must be made within seven (7) days of the date on which the alleged breach is said to have occurred;</li> <li>• The Management Committee of the Townsville Bridge Club will observe the principals of natural justice which require that the person who is the focus of the complaint to have the right to be informed of: <ul style="list-style-type: none"> <li>▪ The existence of the complaint;</li> <li>▪ The fact that an investigation has been authorised;</li> <li>▪ The particulars of the complaint that will be considered;</li> <li>▪ The form that the investigation will take;</li> <li>▪ That they have a right to present a case dealing with the complaint either in writing or by person to the appointed investigator/s; and</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>▪ That they have the right to seek advice and to be represented at any hearing that they appear before.</li> <li>▪ The Club's Management Committee will decide whether an investigation of the complaint is required and shall make its decision within seven (7) days of receipt of the complaint.</li> <li>▪ <b>On the receipt of a written complaint, if the Club decides an investigation is necessary, it shall at the time it notifies both parties of the dispute, refer the matter to a "Complaints Officer" and notify the parties accordingly.</b></li> <li>▪ <b>The Complaints Officer is to act independent of the Club and on a "Without Prejudice" basis. The Officer's role is to remain impartial and to attempt to resolve the dispute informally. He or she must not be conflicted or biased and must report back to the Management Committee within seven (7) days unless the parties agree otherwise.</b></li> <li>▪ <b>If the parties can resolve the dispute in this manner, the Management Committee will be advised accordingly.</b></li> <li>▪ <b>If the dispute cannot be so resolved, the Complaints Officer is to advise the Management Committee but shall not give any report as all discussions on this point remain "confidential". The Complaints Officer will play no further role in the investigation.</b></li> </ul>
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- **Before hearing the matter, the Management Committee must advise both parties to the dispute of the provisions of Model Rule 12A of the *Associations Incorporations Act*. The Management Committee Secretary must forward a copy of that Rule to each party.**
- **If a party elects to go to mediation or elects independent representation provided under Rule 12E, that party must advise the other party and the Management Committee within seven (7) days.**
- **If mediation is unsuccessful or not completed within the twenty-eight (28) days provided in Rule 12D(i) the Management Committee may then proceed with the hearing.**
- **In conducting a hearing, the Management Committee will appoint a Special Sub-committee consisting of not less than three (3) persons who may or may not be members of the Club and are impartial.**
- **If the complaint is to be investigated, the Management Committee will decide how the investigation will be dealt with, who shall**

conduct the investigation and whether or not it will hold a hearing or will consider the matter on the basis of written submissions only.

- **Any Committee appointed will have to decide the matter and will seek the views of the parties identified as central to the complaint in making its discretion.**
- **Any person who is the subject of the complaint is to be invited to respond to the complaint in writing before any such investigation.**
- **The Committee conducting the investigation will seek information and may allow comment from all persons who have knowledge of the incident under investigation. The Committee should then consider the evidence that has been offered and reach a decision as to whether the complaint is substantiated.**
- **If the Committee investigating the matter decides the complaint is substantiated, they shall report their findings and a recommended penalty to the Club's Management Committee. The Management Committee will advise the person the subject of the complaint in writing as to the decision.**



- **Both parties to the dispute** should be advised in writing that they may appeal the decision to the Management Committee. A timeframe of fourteen (14) days to lodge an appeal will be allowed, after which **the matter will be at an end.**
- At any hearing, if the person who is the subject of the complaint disputes facts, witnesses may give evidence on matters relevant to the facts of the complaint.
- The Management Committee should use its best endeavours to deal with complaints within twenty-eight (28) days from the date of receipt **of the complaint unless otherwise agreed by all parties.** Exceeding this timeframe will not invalidate any proceedings or decision.