



CODE OF CONDUCT POLICY

Shoalhaven Heads Golf Club (“the Club”) is committed to providing an environment that is free of discrimination, harassment and intimidation for members, employees, and guests.

Members, guests and visitors playing golf on our course are all reminded that an acceptable standard of behaviour is expected in all areas of the Club and course, at all times and that upon payment of membership or green fees, all members, guests and visitors playing golf have given their consent to be bound by both the restrictions and penalties which may be imposed for any breach of the Club’s standards or serious misconduct in failing to meet the standards set in this Code of Conduct Policy and its Members Protection Policy.

Members will be liable for any breach committed whether by themselves or by their guests.

In addition to the above, when a member, or employee is representing the Club at a golfing event, seminar, conference, training forum or similar, not held on the Club’s premises, that member or employee is expected to comply with the principles of this policy during these events.

The Club’s Constitution under Section 11 Disciplinary Proceedings predominately covers the one off, or a series, of severe offences. It recognises that not all offences have the same weight of severity and that minor offences may be handled in simpler ways. This policy covers these minor offences up to more severe ones.

On the Course:

1. All golfers must:

- Always follow established golf etiquette respecting the course, such as:
 - (i) Repairing pitch marks, replacing divots, raking bunkers etc.
 - (ii) Showing the necessary respect to fellow golfers always which incorporates:
 - no shouting on the course, no misuse of equipment (i.e., throwing clubs in frustration etc.), no aggressive behaviour, or the taking of performance enhancing drugs.
 - (iii) Conducting yourself in a sportsmanlike manner and not knowingly cheat, disrespect employees, officials, or fellow players.
 - (iv) Keeping mobile phones switched to silent while on the golf course.
- Avoid slow play, apply “Ready Golf” principles, and allow other golfers to play through as appropriate, waving the following group through when searching for lost balls and maintaining the speed of play by keeping up with the group in front.
- Adhere to the dress code.
- Adhere to the R&A rules of golf and to any local rules of the course; and
- Demonstrate fair play both on and off the course.

In the Clubhouse:

2. Members, guests, and visitors are reminded that it has a “Members’ Protection Policy” that is strictly applied at all times; and, in particular,

- Any form of
 - Abuse
 - Bullying
 - Harassment
 - Sexual Misconduct
 - Unlawful Discrimination
 - Victimisation, or

- Vilification
is regarded as unacceptable behaviour.

- Consumption of excessive quantities of alcohol is not permitted by law. Please do not be offended if service is refused.
- The use of foul or abusive language such as swearing has no place in the Clubhouse and any member heard using unacceptable or offensive language will be asked to either stop or leave the premises. Where someone is noticed to be consistently using bad language after being warned then their continued membership will be reviewed accordingly.
- Smoking or the use of e-cigarettes is not permitted within any of the Club's buildings.
- The taking of illegal substances will incur immediate suspension and loss of membership.
- Be considerate towards others when using your mobile phone in the Clubhouse

While fully acknowledging that adult “banter” contributes to creating a healthy atmosphere among members, this Policy along with the Members’ Protection Policy, are designed to safeguard others who find such joking offensive or intimidating. These Policies is not intended to create a bureaucratic, regulatory environment, but rather to promote and enhance our Club’s values.

A person engaging in any behaviour that may be detrimental to the game of golf or the Club is in breach of the Club’s Code of Conduct Policy and Member’s Protection Policies and other By Laws, should be reported to the Club Captain.

It is in the best interests of the game that such behaviour is reported, and all members, guests, visitors, and members of the public are encouraged and have a duty to report such behaviour.

Disciplinary Committee

The Board will appoint a Disciplinary Committee to oversee the complaints procedure set out below and in the Constitution. This Committee will conduct any necessary investigations, hearings and impose penalties within the guidelines below, as may be deemed necessary.

The Committee will be made up of:

- The Club Captain
- The Ladies’ Captain (if relevant)
- The Veterans’ Captain (if relevant)
- One Director

The Disciplinary Committee will be responsible for implementing this policy in a fair and impartial manner. The Club Captain will act as Convenor.

Complaints and Protests:

Complaints may be made by any person including a competitor, member, guest, visitor, any other associated golf club member, and member of the public.

Complaints must be made in the first instance to either the Club Captain or to the Honorary Secretary, within one calendar week of the matter occurring. These must be then followed up in writing in an acceptable timeframe.

Once received by the Club Captain he or she will determine the offence and grade it in accordance with section Grading of Complaints below. The Club Captain will then take the following actions.

- a) If the matter is Grade 1, of a minor nature, the Club Captain will discuss the complaint with the person(s) involved and deal with the complaint by either dismissing the complaint or deal with it by way of the first step in Appendix 2 whereupon the matter will be closed.
- b) If the matter is Grade 1, but the person involved has already had step one of Appendix 2, then the Club Captain will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of the second step in Appendix 2.
- c) If the matter is a Grade 2 or 3 offence, or involves a Grade 1 suspension or expulsion, the Club Captain will carry out a preliminary investigation and gather all the facts of the complaint as is reasonably available within seven days from the receipt of the complaint notice. This may include speaking to the accused person and getting a written report from that person. The matter will then be referred to the Disciplinary Committee in accordance with paragraph 6.

The Club Captain will be responsible for keeping all parties involved informed in writing about the complaints process.

Grading of Complaints

All complaints and charges are to be graded 1 to 3 with 1 being the lightest grading and 3 the most serious. This is done by reference to Appendix 1 and the following notes.

The Club Captain is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player may receive. Therefore, consistency of grading across offences is important and it is a requirement that records are kept supporting the grading process.

On some occasions, the Club Captain may not recommend a grading because of the seriousness of an incident and may automatically refer the charge to the Disciplinary Committee and will abide by Section 11.2 of the Constitution.

Penalties:

By adopting this Code of Conduct as a By Law, the Club may impose the following penalties for player misconduct:

If a complaint is upheld by the Disciplinary Committee, it shall give its decision in writing, within 5 days, with reasons for the decision and any penalty imposed.

It would be expected that the Disciplinary Committee will deal severely with proven cases of serious misconduct and comply with section 11 of the Constitution.

Appendix 1

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

Grade 1 Offences

- Bad language
- Improper treatment of equipment, including throwing of clubs
- Use of golf club other than within the intentions of the game e.g., damaging trees with clubs etc.
- Ill-mannered behaviour
- Failure to complete a round when representing the club in any sanctioned tournament/interclub match without reasonable cause.
- Deliberate Cheating

Grade 2 Offences

- Behaviour bringing the Club into disrepute
- Theft of minor items
- Excessive or offensive bad language
- Verbal abuse or threatening behaviour to another player
- Breaking golf clubs
- Wilful damage of Club property
- Deliberate Cheating

Grade 3 Offences

- Any serious misuse of alcohol or drugs on the course or club premises
- Serious theft
- Assault of a player, official, member, guest, or member of the public
- Sexual or verbal harassment
- Deliberate Cheating

Appendix 2

Grade 1 Offence

If no previous offences, any one of the following processes will be adopted:

1. Verbal warning with notice on file.
2. Written warning issued to member.
3. Penalty of suspension imposed by the Disciplinary Committee.

If the next incident is a Grade 2 offence, then that process will override the above.

Grade 2 Offence

If no previous offences, any one of the following processes will be adopted depending on the seriousness of the offence:

1. Written warning issued to member.
2. Penalty of suspension imposed by the Disciplinary Committee.
3. Penalty of expulsion as determined by the Disciplinary Committee

If the offence is considered serious, or there are other recent offences, then a step can be passed at the discretion of the Disciplinary Committee.

Grade 3 Offence

Depending on the seriousness of the offence any one of the following actions may be adopted.

1. Written warning issued to member.
2. Penalty of suspension imposed by the Disciplinary Committee.
3. Penalty of expulsion as determined by the Disciplinary Committee

Step 1 will only be taken if the offence is of a lesser scale otherwise a penalty of suspension will usually be imposed.

A clean slate policy will apply to any offence after a twelve-month period from date of last penalty.

Disciplinary Committee Functions

The Disciplinary Committee will meet on an as required basis to perform the following functions:

- Review complaints information notices in relation to grade 1 offence and ensure consistency in application
- Consider all grade 2 and 3 complaints and appeals to a grade 1 penalty
- Where necessary hold investigations, including a hearing into the complaint or appeal

Notice of any hearing of the Disciplinary Committee shall be given, in the case of a complaint, to the person or persons the subject of the complaint and the complainant; and in the case of an appeal, to the persons affected by the appeal and the appellant and must be at least 14 days before the meeting.

The notice will specify the date time and place of any hearing and will be accompanied by copies of all material relevant to the complaint. The notice will also specify if the hearing is to be attended by written submissions or whether the parties are required to attend in person, with the opportunity to have representation attend also. Hearings will be in private with only the accused and his/her representative and the Disciplinary Committee.

No formal legal representative or counsel shall be entitled to attend, provided that the Disciplinary Committee may receive such legal advice as it deems necessary.

Any participant to the hearing will advise if a conflict of interest could be lodged by any party.