



Coulsdon Court Golf Club

CCGC Complaints Procedure

COMPLAINT

1. The Committee receives a complaint / report of an irregularity (from here on referred to as 'Issue') against a member of CCGC (from here on referred to as 'the Subject')

DUE DILIGENCE

2. Communicate Issue to all Committee members for information purposes – this should be done as soon as practicable after the receipt of Issue.
3. Committee chairman to immediately appoint committee member(s) for establishing facts; this may include the Chairman himself.
4. Establish facts by hearing parties involved in Issue including witnesses and report established facts to Committee – this should be done as soon as practicable and within 7 days from alleged incident.
5. Committee to determine if there is a case to answer based on established facts as soon as practicable and within 7 days of fact finding.
6. If no case to answer, Hon. Secretary must write to complainant as soon as practicable giving reasons for dismissal of Issue. No further action to be taken.

THE DISCIPLINARY PROCESS

7. If the Committee decides there is a case to answer that may warrant suspension or expulsion from the club as punishment (see 5), the Committee shall at the same time appoint a Disciplinary Committee of three members, including a Disciplinary Chair. The Disciplinary Committee must contain at least two members of the Committee. Disciplinary Committee members must be impartial and in no way personally involved in the Issue.
8. Hon. Sec. to notify the Subject in writing as soon as practicable and within 7 days after finding there is a case to answer. This notification must give the reasons for there being a case to answer, and must offer the Subject the opportunity to request a personal hearing before the Disciplinary Committee within 14 days from the date of the notification. The Subject may be accompanied by a representative at the personal hearing. The Subject must indicate his intention to bring such a representative in the request.
9. If such a request is either not forthcoming within the described time period or Subject waives his right to a personal hearing, the Disciplinary Committee will decide a Sanction without conducting a personal hearing.

PERSONAL HEARING

10. In case the Subject has requested a personal hearing, the Disciplinary Chair will arrange the date of the hearing and communicate this date to the other Hearing Committee members and Subject. The personal hearing must take place as soon as practicable and within 14 days from the Subject requesting the personal hearing.
11. If Subject cannot make the agreed hearing date, Subject must notify the Disciplinary Chair at least 24 hours before agreed hearing date. In the absence of such a notification, the personal hearing may take place in the absence of the Subject.
12. The Disciplinary Chair shall appoint a person to take minutes during the personal hearing. This person may be a Disciplinary Committee member or may be the Hon. Secretary. If the Hon. Secretary is not also a Disciplinary Committee member, the Hon. Secretary shall not take part in any deliberations of the Disciplinary Committee.
13. During the hearing, the subject will be shown the evidence against them and be given the opportunity to respond.



Coulsdon Court Golf Club

14. The Disciplinary Committee will determine a Sanction (see below) at the end of the personal hearing.

SANCTIONS

15. The Disciplinary Committee will determine a Sanction against the Subject based on the established facts and, if a personal hearing has taken place, any further relevant information presented to the Disciplinary Committee during the personal hearing.
16. The Disciplinary Committee may issue any of the following sanctions:
 - a) Termination of the club membership of the Subject;
 - b) a temporary suspension from all club activities including club competitions for a period of time to be determined by the Disciplinary Committee;
 - c) a written warning, which written warning may contain a suspended further Sanction under a) or b), which further Sanction comes into effect upon a repeat of the Issue.
17. The Subject will be notified in writing of the Sanction, along with reasons for the sanction as soon as practicable and within 7 days from the date of the Sanction decision ('The Sanction Notification'). The Disciplinary Committee may request that the Hon. Secretary issues the Sanction Notification to the Subject. The Sanction Notification must inform the Subject of his right to appeal the sanction.

THE APPEAL PROCEDURE

18. A Subject may appeal a Sanction in writing. For an appeal to be admissible, it must be received in writing by the Committee within 14 days from the date of the Sanction Notification (unless a longer term is specified in the Sanction Notification) and must give reasons for the appeal.
19. An admissible appeal will have a suspensive effect on the Sanction.
20. Following the receipt of an appeal, an Appeal Committee of three members, including an Appeal Chair will be appointed by the Committee. The Appeal Committee members must contain at least two members of the Committee. The Appeal Committee members must be impartial and in no way personally involved in the Issue, and may not have been a member of the Hearing Committee issuing the Sanction.
21. The Appeal Committee will decide if the appeal is admissible. If the appeal is not admissible, the Subject must be informed in writing why the appeal is not admissible as soon as practicable and within 7 days from the decision not to allow the appeal. The Appeal Committee may request that the Hon. Secretary informs the Subject accordingly.
22. Upon determining that the appeal is admissible, the Appeal Chair will arrange the date of the appeal hearing and communicate this date to the other Appeal Committee members and Subject. The appeal hearing must take place as soon as practicable and within 14 days from the Subject appealing the Sanction.
23. If Subject cannot make the agreed appeal date, Subject must notify the Appeal Chair at least 24 hours before agreed appeal date. In the absence of such a notification, the appeal hearing may take place in the absence of the Subject.
24. The Appeal Chair shall appoint a person to take minutes during the personal hearing. This person may be an Appeal Committee member or may be the Hon. Secretary. If the Hon. Secretary is not also an Appeal Committee member, the Hon. Secretary shall not take part in any deliberations of the Appeal Committee.
25. The Appeal Committee will determine at the end of the appeal hearing if the appeal has been upheld or dismissed.
26. If the appeal is dismissed, the appealed Sanction takes immediate effect.
27. If the appeal is upheld, the appealed Sanction may be rescinded or reduced by the Appeal Committee.
28. The Subject will be notified in writing of the Appeal Decision as soon as practicable and within 7 days from the date of the Appeal decision ('The Appeal Notification'). The Appeal



Coulsdon Court Golf Club

Committee may request that the Hon. Secretary issues the Appeal Notification to the Subject.

APPEALS – ENGLAND GOLF FRAMEWORK

29. Decisions which relate to the Rules of Golf or to handicapping infringements fall within the England Golf Disciplinary Framework and are subject to a right of appeal as set out below.

Matter arising at	Disciplinary body at first instance	Appeal level
Club	Club	County
County	County	England Golf
National	England Golf	England Golf Appeals Panel

There will be no further right of appeal.

- 29.1 If the Respondent wishes to appeal a decision of the Disciplinary Panel, they (the “**Appellant**”) must lodge the appeal to the Disciplinary Secretary in writing (an “**Appeal Request**”) within 14 days of the date of the Disciplinary Panel’s original decision being notified to the Respondent.
- 29.2 The Appeal Request must set out one or more of the grounds of appeal below and any further evidence on which the Appellant wishes to rely, together with reasons why the ground of appeal(s) applies. The grounds of appeal are as follows:
- 29.2.1 The decision was based on error of fact or could not have been reasonably reached by a Disciplinary Panel when faced with the evidence before it;
- 29.2.2 Serious procedural or other irregularity in the proceedings before the Disciplinary Panel;
- 29.2.3 Significant and relevant new evidence has become available which was not available before the conclusion of the hearing but, had it been available, may have caused the Disciplinary Panel to reach a materially different decision; and/or
- 29.2.4 The sanction imposed was manifestly unreasonable in the light of the facts before the Disciplinary Panel.
- 29.3 Following receipt of a Notice of Appeal, the Disciplinary Secretary shall consider whether the Notice of Appeal is valid, that is received in time and sets out a valid ground or grounds of appeal (but not whether any grounds of appeal have been made out). If the Disciplinary Secretary considers that the Notice of Appeal is valid, he will forward it to the County Secretary of Surrey Union or Association as appropriate. If the Disciplinary Secretary considers that the Notice of Appeal is not valid, he will return it to the Respondent and explain why it is not valid.
- 29.4 The Surrey Union or Association Disciplinary Regulations will apply thereafter to any appeal, unless England Golf has determined that it should hear the matter, in which case the England Golf Disciplinary Regulations will apply.