



# COMPLAINT FORM

Before completing the form below please read the attached Notes for Guidance.

<b>Your name :</b>		<b>Membership nr.</b>	
<b>Date of alleged incident:</b>			
<b>Witnessed by:</b>			
<b>Details of the alleged incident:</b> Only factual information should be included.			
<b>Signature(s):</b>		<b>Date:</b>	
<b>Administration use only:</b>			
<b>Received by:</b>		<b>Date:</b>	
<b>Matter relates to:</b>	Course <input type="checkbox"/>	B & H <input type="checkbox"/>	Competitions <input type="checkbox"/> Other <input type="checkbox"/>
<b>Severity of Incident:</b>	Minor <input type="checkbox"/>	Serious <input type="checkbox"/>	

**Details of the alleged incident continued:**

## Guidance Notes:

1	<b>General</b>
1.1	A complaint is an expression of dissatisfaction about an incident you witnessed or any aspect of the operations of St Patrick's Golf Club that you feel is not acceptable.
1.2	All complaints <b>must</b> be in writing. <i>(Where a verbal complaint is received the complainant shall be requested to follow it up immediately in writing)</i>
1.3	The Honorary Secretary will review all complaints and initiate the appropriate investigation and ensure follow up actions are undertaken. <i>(In their absence or where there is a potential conflict of interest the role will be passed to a designated Office Bearer)</i>
1.4	All complaints* received within 7 days of the date an alleged incident shall be acted on. Only in exceptional circumstances will a complaint made outside this period be considered.(i.e. illness/ bereavement)
1.5	This guidance shall where applicable be read in conjunction with the club's 'Disciplinary Committee' procedures as set out in Section 17 of the Club's Good Governance document. <i>(Copy available on request)</i>
	<i>* Please note St Patrick's Golf Club reserves the right to terminate any investigation or further communication with a complainant where it is felt a complaint is frivolous or vexatious in nature.</i>
2	<b>Confidentiality</b>
2.1	It is in everyone's interest that the details of any complaint remain confidential and are not repeated either within the club or outside it.
2.2	All parties involved <b>MUST</b> maintain 'Confidentiality'.
2.3	By submitting a Complaint you are agreeing to maintaining the 'Confidentiality' of the process.
2.4	Failure to maintain 'Confidentiality' by any party may in itself be a matter for the Disciplinary Committee.
3	<b>What Happens Next</b>
3.1	This depends on the nature and severity of the complaint.
3.2	The Complainant and any witnesses may be asked to provide written clarification or requested to attend a meeting with Club's Representative(s) and/or Disciplinary Committee.
3.3	If a complaint is made against a member (or their guest) the member will be informed in writing. A redacted copy of the complaint will also be provided and they will have the opportunity to respond in writing and/ or attend a meeting with the Club Representative(s) and/or Disciplinary Committee.
3.4	The Honorary Secretary shall immediately inform all parties in writing of the outcome of the Complaint.
4.0	<b>Appeal Process</b>
4.1	All appeals shall be in accordance with Section 17.7 of the Clubs Good Governance document.
	November 2016