

# NGC - Procedure for dealing with serious accusations / allegations

An accusation/allegation can be received either verbally, face to face to the Club, Captain, Director, Club Welfare Officer, the office, or, in writing through the office via letter/email

If the accusation/allegation is of a serious nature then the accuser/witness should be asked to put the nature of the complaint in writing

Complaint deemed to be a serious matter?

Is the complaint a golfing matter? i.e. An incident happening out on the course E.g. Accusation of cheating, inappropriate dress code, irresponsible use of a buggy, damage to the course, etc.

Is the allegation one of safeguarding, e.g. Bullying, victimisation, harrassment, inappropriate behaviour, etc.

Is the incident concerning children/young person?

Does the incident involve staff members or is of a general nature?

Pass to the Captain to investigate

Pass to the Club Welfare Officer to investigate

Pass to the Board of Directors to deal with

Does the Captain feel he can deal with the issue himself?

CWO to investigate on own or if felt necessary to involve assistance from the Club Captain or a Director or EG rep or Police

CWO to involve either the Captain or a Director to help investigate

Captain organises an investigation panel comprising 2 respected ex Captains and arranges to meet the accuser and accused together with any witnesses

Captain arranges to meet with the accuser and then the accused together with any witnesses

Is suspension appropriate during the investigation? if 'YES' then suspend

Decision options;  
 a) Not guilty of any accusation/allegation = no further action taken,  
 b) Guilty of non-serious accusation/allegation = verbal reprimand as to future conduct,  
 c) Guilty of serious accusation/allegation (1st offence) = written warning as to future conduct,  
 d) Guilty of serious accusation/allegation (2nd offence) = final written warning as to future conduct,  
 e) Guilty of serious accusation/allegation (3rd offence) = membership terminated,  
 f) Guilty of very serious accusation/allegation (e.g. involving child/young person) either final written warning/termination of membership and/or report to police

Appeal Procedure; Appeal to Board of Directors (minimum of 2 Directors to hear appeal plus Club Captain and one Past Captain.)