

## **TERMS OF REFERENCE - RECORDERS**

### **RECORDER COMMITTEE, A SUB COMMITTEE OF THE MANAGEMENT COMMITTEE**

There after referred to as the Recorders in this document.

The Recorders will receive verbal or written complaints regarding behaviours, or other issues to do with conduct at the playing table or at the Club premises generally.

The Recorders will decide if a complaint has merit. If considered without merit the Recorders will inform the complainant as soon as possible and explain the reason/s why it is not being pursued.

If considered to have merit the Recorders will inform the complainant that they will approach the person(s) concerned and advise them of the complaint, verbally or in writing.

The complainant will be asked if there were any witnesses and the Recorders will note their names and/or any other relevant details.

#### **VERBAL COMPLAINT PROCESS.**

The Recorders will discreetly approach the person concerned (and their playing partner if appropriate), advise them of the complaint and ask for their comments. They will also enquire of the player if there were any other witnesses and then ask them separately for their account of the incident. Various actions are then open to the Recorders:

- a) Advise the player of the appropriate standards of behaviour as per General Club Rules and Code of Conduct.
- b) Ask the parties what they consider to be a suitable resolution e g an apology, an informal chat etc.

#### **WRITTEN COMPLAINT PROCESS (Referred to as a “Formal Complaint”)**

Written complaints are required when issues are considered to be more complex in nature or difficult to resolve informally. The purpose of a written complaint is to clearly establish the facts and to enable the player to understand the nature of the complaint and respond specifically.

The player is given the opportunity to respond in writing to again establish facts and to provide fairness.

The Recorders then seek to resolve the issue by asking both parties to consider what would be a satisfactory resolution e g both parties may agree to an apology and a handshake outcome.

If agreement cannot be reached on a satisfactory outcome the Recorders may issue a warning or recommend a session of mediation.

Recorders seek to engage both parties in a face-to-face mediation situation where they try to reach a resolution themselves. Both parties need to be willing to mediate.

In the event mediation is rejected, or is unsuccessful, the Recorder Team will recommend a course of action to the Management Committee. The recommendation may include action such as a formal warning, suspension or termination.

The player will be sent a letter from the Management Committee advising of the decision, the reasons for it and the dates of the suspension period or termination. The process for appeal will also be outlined in the letter.

The player may appeal a suspension or expulsion by writing to the Management Committee within 14 days,