



**C R O N D O N P A R K**  
G O L F C L U B

## **DISCIPLINARY AND GRIEVANCE PROCEDURES POLICY (2024 v10)**

### **1. Ownership and Administration**

- 1.1. These Regulations and Procedures are owned and administered by the Honorary Secretary of the Club and the Honorary Secretaries of the Mens, Ladies and Seniors Sections, as agreed from time to time.
- 1.2. The Honorary Secretary of each section will maintain a Register of Complaints and Breaches arising under these Regulations, which records actual, or alleged breaches, outcomes and sanctions or penalties issued.
- 1.3. The Honorary Secretaries will present an update at each next Section Committee Meeting.

### **2. Who is bound by these Regulations?**

- 2.1 These Regulations apply to all Members, Honorary Members, Players' Participants, Playing Guests and others Guest Visitors to the Club.

### **3. Scope of the Regulations**

- 3.1 These Regulations and Procedures will apply to actual or alleged:
  - 3.1.1 Matters which are of national or county importance.
  - 3.1.2 Conduct which brings the sport of golf into disrepute or is unlawful.
  - 3.1.3 Breaches of the Club Rules, Regulations, Policies, Codes and Practices and any published statement of values or generally accepted standards of behaviour and playing etiquette.
  - 3.1.4 Conduct which is inappropriate, unsporting or which is unacceptable or opposed to the general interests of the Club.
  - 3.1.5 Breaches of the Rules of Golf.
  - 3.1.6 Breach of the Rules of a Club Competition including notably requirements for entry into, and withdrawal from, competitions.
  - 3.1.7 Scorecard and Handicap infringements.
- 3.2 Incidents of a safeguarding nature – must be referred to the England Golf Governance team before any disciplinary action is taken under these Regulations.

### **4. Handling of Complaints and Breaches**

- 4.1 Any person or body may raise a matter to be considered under these Regulations, including, most commonly, breaches identified by the Competitions and Handicap Secretaries.

4.2 Complaints should be made in writing (by letter or e-mail) to the Honorary Secretary of either the Club or any of the Mens, Ladies and Seniors Sections. Exceptionally complaints may be accepted in other ways at the discretion of the Club and Section Committees or their Committee Members.

4.3 Committee Members will ensure that all matters arising for consideration under these Regulations and the outcomes thereof will be copied to the Honorary Secretary of the relevant section in order that actual or alleged breaches are recorded in the Register.

4.4 The Honorary Secretary will record and acknowledge the complaint or breach and, if required, forward it to the responsible Committee Member as provided for below.

4.5 In all cases, the person accused of wrongdoing or breach must be told what they are alleged to have done and what rule they are alleged to have broken.

## 5. Responsibility and Authorities

5.1 The following table sets out the initial point of responsibility and authority, depending on the nature of the alleged complaint or breach.

Breach (per above)	Initial Responsibility	Authority
s 3.1.1 s 3.1.2 s 3.2	Section Captain	Review matter and determine whether a breach has arisen. If so, the matter must be escalated for further consideration and action as appropriate to (i) the main Club Committee (ii) the Proprietor or their Representative; and (iii) where required by the terms of Affiliation, Essex Golf Union or England Golf.
s 3.1.3 s 3.1.4	Section Vice-Captain	Determine whether a breach has arisen. If so, either: (a) Resolve to deal with the matter informally; (b) Issue a written sanction/penalty notice after consultation with one or more other Section Committee Members; or (c) Refer the matter for formal consideration by the Section Committee.
s 3.1.5	Section Committee	Determine whether a breach has arisen. If so, either: (a) For matters arising at a Club Level, resolve to deal with the matter informally or refer the matter for formal consideration by the Section Disciplinary Sub-Committee. (b) For matters arising at a County Level, refer the matter to the Club's Honorary Secretary for referral under the Essex Golf Union Disciplinary Procedures and England Golf Appeal Process. (c) For matters arising at a National Level, refer the matter to the Club's Honorary Secretary for referral under the England Golf Disciplinary Procedures and Appeal Process.
s 3.1.6	Section Competition Secretary	Determine whether a breach has arisen. If so, either resolve to deal with the matter informally or issue a sanction/ penalty notice.
s 3.1.7	Section Handicap Secretary	Determine whether a breach has arisen. If so, either: (a) For matters arising at a Club Level, resolve to deal with the matter informally or issue a sanction/ penalty notice. (b) For matters arising at a County Level, refer the matter to the Club's Honorary Secretary for referral under the Essex Golf Union Disciplinary Procedures and England Golf Appeal Process.

		(c) For matters arising at a National Level, refer the matter to the Club's Honorary Secretary for referral under the England Golf Disciplinary Procedures and Appeal Process.
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5.2 The responsibilities and authorities vested above are subject to the holder not having any conflict of interest. Where a conflict of interest arises, the Honorary Secretary will appoint an alternate to deal with the matter.

5.3 In all cases, the person accused of wrongdoing will be shown or advised of the evidence gathered against them and given the chance to respond. The process for determining whether a breach has arisen will depend on the circumstances:

- Where the matter is not clear cut, the parties and any witnesses to the alleged breach will be asked to provide an account in writing within a maximum of 7 days. Failure to respond within the timeframe set will be deemed as acceptance of the breach of Regulations.
- Where the matter is self-evident or clear cut, a sanction or penalty notice may be posted, notified, advised or issued promptly, without the need for further enquiry, which will be valid unless the party involved challenges the finding within 7 days.

5.4 For Club-Level decisions, once it has been determined that a breach has arisen, the nature and level of sanction or penalty will be decided upon in accordance with the matrix set out in these Regulations and a notice issued promptly, but within a maximum of 7 days, detailing the reasons for the decision and any sanctions applied. Any sanctions or penalties in relation to County-Level or National-Level decisions will be determined by the Essex Golf Union or England Golf as

5.5 All Sanctions and Penalties issued will be notified to the relevant Honorary Secretary for recording in the Register.

5.6 Club Committee level disciplinary matters will be considered by the Club Committee as it determines most appropriate, but always subject to the provisions of this policy. This may include the establishment of a Disciplinary Sub-Committee, in which case any hearings will follow the procedure set out in Appendix 2.

## 6. Disciplinary Sub-Committee

6.1 Each section will operate a Disciplinary Sub-Committee which, in accordance with the Club Constitution, may be a standing body appointed annually in the month following the AGM or convened on an ad-hoc basis as required.

6.2 Disciplinary Sub-Committee Membership will comprise three section Committee Members (excluding the Club Captain), one of which will be nominated as Chair. Decisions will operate on a simple majority basis.

6.3 The section's Honorary Secretary will act as Secretary of the Disciplinary Sub-Committee and take minutes of any meetings.

6.4 Disciplinary Sub-Committee Members must be independent of the complaint or incident giving rise to the matter. Where a conflict of interest arises, the section Honorary Secretary will appoint an alternate to act for the matter in hand.

6.5 Where a Disciplinary Sub-Committee hearing is invoked, the Section's Honorary Secretary will send a notice to the parties involved setting out:

- The Regulation that is alleged to have been breached;
- A summary of the known facts or circumstances involved;
- Any evidence that has been gathered;
- Instructions on what the party must do to either admit or deny the allegation and the deadline for indicating their response, which shall be at least 7 days;
- The proposed date, time and location of the meeting, which may be re-scheduled to allow for prior commitments; and
- An invitation for the party or parties to attend in person or to provide a written representation and to have representatives and/or witnesses attend or to provide a written representation.

6.6 The Disciplinary Sub-Committee hearing procedure is set out in Appendix 2.

6.7 The relevant Honorary Secretary will ensure that parental consent is requested and received in relation to any Member under the age of 18 who is asked to attend a disciplinary hearing. Any Member under the age of 18 may additionally be accompanied by, and / or represented by, a parent or other appropriate adult.

6.8 The Disciplinary Sub-Committee may reach such decision and/or impose such sanctions or penalties as it sees fit, subject to any overriding provisions of the Club's Constitution. This includes issuing a sanction or penalty to a Member under the age of 18 where parental consent has not been granted to attend a disciplinary hearing.

6.9 Decisions of the Disciplinary Sub-Committee may be communicated to the respondent orally but must, in any event, be communicated in writing within 7 days of the hearing taking place detailing the reasons for the decision and any sanctions applied.

## 7. Club-Level Sanctions and Penalties

7.1 A table of sanctions and penalties for Club Level decisions is set out at Appendix 1.

7.2 In accordance with the Club's Constitution, The Proprietor of the Club or their nominated Representative retain the right of veto over any Club-Level proposal to expel a Member and can elect to impose a suspension for a period up to 24 months as an alternative.

## 8. Appeals

8.1 The right of appeal shall operate as set out in the table below and the other provisions of this section 8:

<b>Nature of Breach</b>	<b>Disciplinary Body</b>	<b>Appeal level</b>
s 3.1.1	<i>National Level Matter</i> – England Golf	<i>National Level Matter</i> - England Golf Appeals Panel
s 3.1.2	<i>County Level Matter</i> – Essex Golf Union	<i>County Level Matter</i> - England Golf
s 3.2	Per guidance from England Golf Governance Team	Per guidance from England Golf Governance Team
s 3.1.3 s 3.1.4	Section Vice Captain or Section Committee	Section Disciplinary Sub-Committee
s 3.1.5	<i>National Level Matter</i> – England Golf <i>County Level Matter</i> – Essex Golf Union <i>Club Level Matter</i> - Section Disciplinary Sub-Committee	<i>National Level Matter</i> - England Golf Appeals Panel <i>County Level Matter</i> - England Golf <i>Club Level Matter</i> – Essex Golf Union
s 3.1.6	Section Competition Secretary	Section Disciplinary Sub-Committee
s 3.1.7	<i>National Level Matter</i> – England Golf <i>County Level Matter</i> – Essex Golf Union <i>Club Level Matter</i> - Section Handicap Secretary	<i>National Level Matter</i> - England Golf Appeals Panel <i>County Level Matter</i> - England Golf <i>Club Level Matter</i> – Essex Golf Union

8.2 In accordance with the Club’s Constitution, an individual also has the right to appeal a Club-Level decision to the Proprietor or their Personal Representative, subject to the stipulations set out below. The Proprietor or their personal Representative may elect to seek guidance and take advice from the Club Captain as necessary.

8.3 Decisions which relate to the Rules of Golf (s3.1.5) or to handicapping infringements (s3.1.7) fall within the England Golf Disciplinary Framework and are subject to a right of appeal as set out in the table above. There is no further right of appeal. Disciplinary hearings and Appeals involving the Essex Golf Union or England Golf will be undertaken in compliance with the Disciplinary Regulations of those bodies.

8.4 Appeals must:

- Be lodged with the relevant Section Honorary Secretary or Disciplinary Secretary within 14 days;
- Set out the grounds for appeal and reasons why it applies;
- Include any further evidence on which the appellant wishes to rely.

8.5 Acceptable grounds for appeal are as follows:

- The decision was based on error of fact or could not have been reasonably reached by the Disciplinary body;
- Material procedural or other irregularity in proceedings;
- Material and relevant new evidence has become available;
- The Sanction imposed was manifestly unreasonable.

8.6 The relevant Honorary Secretary or Disciplinary Secretary will determine whether the grounds for appeal are legitimate and permit or deny the appeal. If the appeal is denied it will be returned to the appellant with the reasons why.

## Appendix 1 – Club-Level Table of Sanctions and Penalties

Breach	Description	Sanction / Penalty
s 3.1.1	Matters of County or National Importance.	Determined by, or in conjunction with, the Essex Golf Union and/or England Golf.
s 3.1.2	Conduct which brings the sport of golf into disrepute or is unlawful.	Determined by, or in conjunction with, the Essex Golf Union and/or England Golf.
s 3.1.3	Breaches of the Club Rules, Regulations, Policies, Codes and Practices and any published statement of values or generally accepted standards of behaviour and playing etiquette, including abuse of a Club Official or any other Member.	Dependent on the nature and severity of the offence
s 3.1.4	Conduct which is inappropriate, unsporting or which is unacceptable or opposed to the general interests of the Club.	<b>1<sup>st</sup> Offence*</b> : Minimum of a Formal warning. Maximum of up to 9 months suspension from all Club and County Competitions. <b>2<sup>nd</sup> Offence*</b> : Suspension from all Club and County Competitions for a stipulated period (min 9 months and max 24 months).
s 3.1.5	Breaches of the Rules of Golf.	Disqualification where relevant plus: <b>1<sup>st</sup> Offence*</b> : Formal warning <b>2<sup>nd</sup> Offence*</b> : Suspension from all Club and County Competitions for a stipulated period (min 3 months and max 12 months).
	Cheating.	Disqualification where relevant plus: <b>1<sup>st</sup> Offence*</b> : Suspension from all Club and County Competitions for up to 12 months. <b>2<sup>nd</sup> Offence*</b> : Life ban from all Club and County Competitions
s 3.1.6	Breach of the Rules of a Club Competition including notably: Requirements for entry into, and withdrawal from, competitions; in particular withdrawal without giving sufficient notice. Invalid reason for Non-Completion of a player round.	Disqualification where relevant plus: <b>1<sup>st</sup> Offence*</b> : Formal written warning highlighting the non-compliance and reminding of the need to adhere to the published Rules / Guidance. <b>2<sup>nd</sup> Offence*</b> : One-month suspension from all Club and County Competitions. <b>3<sup>rd</sup> Offence*</b> : Three-month suspension from all Club and County Competitions. <b>4<sup>th</sup> Offence*</b> : Six-month suspension from all Club and County Competitions.
3.1.7	Scorecard and Handicap infringements including: <ul style="list-style-type: none"> <li>▪ Non-entry of score after a competition round.</li> <li>▪ Non-return of a competed scorecard.</li> <li>▪ Incorrect completion of a submitted scorecard.</li> <li>▪ Unjustified or invalid use of 'Hole not Played' or 'Abandoned Round'.</li> </ul>	Disqualification where relevant plus: <b>1<sup>st</sup> Offence*</b> : Formal written reprimand and reminder of the need to adhere to the published Rules / Guidance. Furthermore either (a) that a score has been able to be identified and will be entered or (b) that a score cannot be identified and therefore an additional score equivalent to the players current Handicap Index will be entered. <b>2<sup>nd</sup> Offence*</b> : A Penalty Score** will be applied. <b>3<sup>rd</sup> Offence*</b> : A further Penalty Score** will be applied and a one-month suspension from all Club and County Competitions <b>4<sup>th</sup> Offence*</b> : A further Penalty Score** will be applied and a further three-month suspension from all Club and County Competitions and from submitting any Scorecards.
3.2	Incidents of a safeguarding nature.	Determined by, or in conjunction with, Essex Golf and/or England Golf.

## Appendix 1 – Club-Level Table of Sanctions and Penalties cont/...

*\* Offences are measured over a rolling 12-month period.*

*\*\* Penalty Scores – will be applied as follows:*

- *Where it is judged that the infringement was to support maintenance of a Handicap Index (i.e. not suffer an increase) – A gross score will be entered on the players record as a Penalty Score equal to the highest gross score in the last 20 scores.*
- *Where it is judged that the infringement was to support an attempt to increase the players Handicap Index – A gross score will be entered on the players record as a Penalty Score equal to the lowest score in the last 20 scores.*

## Appendix 2 - Disciplinary Hearing Procedures

- 1 If deemed to be required, prior to any hearing, the Honorary Secretary will set appropriate deadlines for the submission of any written evidence / representations requested by the Disciplinary Sub-Committee or the Respondent.
- 2 The hearing will be convened by the Honorary Secretary at a time suitable to the parties and communicated to all the parties involved.
- 3 The case against the Respondent will be presented by the Chair of the Disciplinary Sub-Committee, together with relevant evidence, including witness evidence, if appropriate.
- 4 The Respondent will be granted the opportunity to present their case, challenge the evidence presented against them, submit their own evidence, call witnesses and make representations to the Disciplinary Sub-Committee. The evidence of further witnesses not notified in advance will be admitted only at the discretion of the Chair of the Disciplinary Sub-Committee.
- 5 A Respondent may elect to have a Representative in attendance. A Representative must be an adult Member of the Club. Any Member under the age of 18 may additionally be accompanied by, and / or represented by, a parent or other appropriate adult.
- 6 A Representative representing a Respondent at a hearing may present and sum up their case, but they may not answer questions put to the Respondent.
- 7 Before being called, witnesses will not be allowed in the room while evidence is being given. This does not apply in relation to the Complainant or Respondent.
- 8 Questions may be put by the Disciplinary Sub-Committee to the Respondent and each witness on conclusion of their evidence.
- 9 The Respondent will have the opportunity to raise questions in cross-examination.
- 10 The Disciplinary Sub-Committee may limit cross-examination as it deems appropriate.
- 11 The Respondent will be allowed to make a closing statement to the Disciplinary Sub-Committee.
- 12 The room will be cleared and the Disciplinary Sub-Committee will deliberate and determine whether, on the balance of probabilities, the disciplinary charge has been proven. The Honorary Secretary will be in attendance.
- 13 The hearing will reconvene and the Chair of the Disciplinary Sub-Committee shall either communicate its decision to the parties at the end of a hearing or notify the decision in writing within 7 days, which shall include the reasons for the decision and any sanctions applied.
- 14 Where a charge is proven the Respondent will have the opportunity to present arguments in mitigation at the time or, if agreed by the chair of the Disciplinary Sub-Committee, at a further hearing convened for that purpose.
- 15 The Disciplinary Sub-Committee will review the Respondent's previous disciplinary record, where relevant, to consider sanctions and penalties.
- 16 The room will again be cleared and the Disciplinary Sub-Committee will determine the appropriate sanction.
- 17 The Honorary Secretary will keep a record kept of all disciplinary proceedings and hearings and decisions.