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PENRITH GOLF CLUB

Grievance Procedures

- 1) If the Club receives a complaint or grievance concerning a member it will invoke the following procedure, the purpose being to sort out in an informal manner any minor misunderstandings or unintended offensive behaviour.

- 2) The Club will appoint an impartial member ("IM") from its General Committee.

- 3) The ("IM") will invite the member to attend a meeting to discuss the grievance/complaint. The member will be informed in writing of the nature of the complaint / grievance. The member may be assisted at such meeting either by a colleague or fellow member.

- 4) The meeting must not take place unless the member has had a reasonable opportunity to consider his/her response to the complaint/grievance.

- 5) The member must take all reasonable steps to attend the meeting. If the member does not attend the meeting then the IM may consider the grievance/complaint in his/her absence, adjourn the hearing or take such other action as he deems necessary.

- 6) After the meeting, the IM will inform the member in writing of his/her decision concerning the complaint/grievance and his/her decision is final.

Reviewed by the General Committee 06/11/2018