

Burnside Bowling Club

Code of Conduct



Adopted: 23 January 2024

Reviewed: 17 February 2026

Review date: 17 February 2027

Burnside Bowling Club Executive has implemented a Code of Conduct for members, officials, and volunteers, along with a clear pathway for any complaints/disputes that may arise. This is to ensure that any complaints/disputes are easily managed through an established and easy-to-follow resolution process, and to increase trust and confidence in decision-making.

Code of Conduct for Members:

1. Act in a manner that upholds the good reputation of Burnside Bowling Club.
2. Respect the facilities and equipment of Burnside Bowling Club and other clubs.
3. Respect the work of officials and volunteers who are giving up their time for the benefit of the club and its members.
4. Do not use negative remarks based on age, gender, sexual orientation, race, religion, and ability.

Code of Conduct for Officials & Volunteers:

1. Act ethically and professionally, demonstrating honesty and integrity in any official or volunteer role.
2. Act with due regard for equality and impartiality, remaining unbiased and objective over such factors as age, gender, sexual orientation, race, religion, and ability.
3. Understand that maintaining the integrity of Burnside Bowling Club is paramount to any decision-making and that respecting members' contributions and participation is vital for the on-going success of the club.

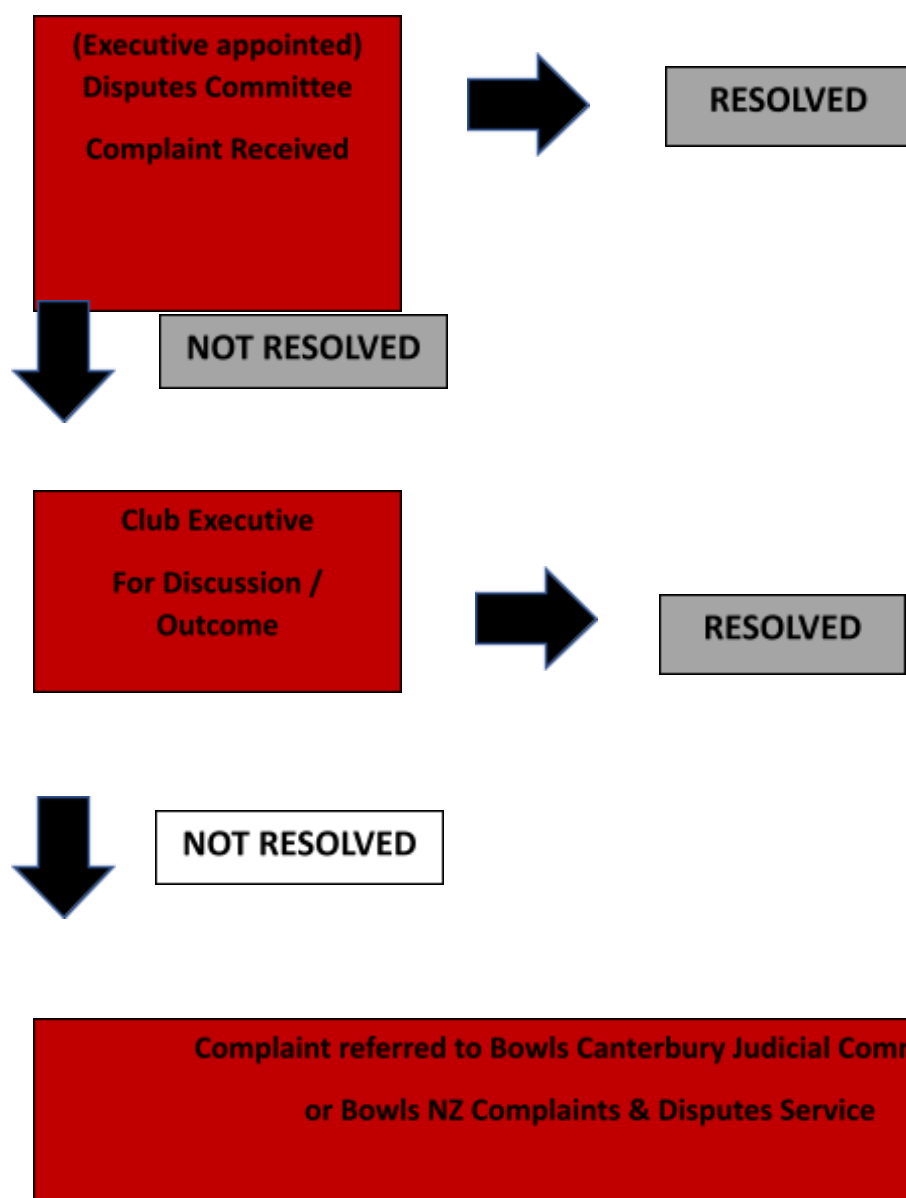
Burnside Bowling Club

Complaints/Disputes Pathway



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Complaints Process - Specific steps at Executive level

Informal resolution first:

Members are encouraged where possible to raise concerns directly with the person who has behaved in a way causing concern.

If there is no resolution a written complaint may be sent to the Executive within a week of the incident.

The Executive to consider the alleged complaint and all the available information - this must be documented as a 'Confidential Minute'.

The identity of the complainant will remain strictly confidential.

The person who the complaint is against, has the right to reply to the complaint (an anonymous copy to be sent), this must be in writing (email acceptable).

The committee will set a date for a hearing if deemed necessary. If not deemed necessary, a sub committee of three nominated persons will review all information and make a judgement.

Deciding an appropriate resolution will be undertaken by the sub-committee for example but not limited to: Verbal warning, written warning, exclusion from club or events.

All necessary parties will be advised of the subcommittee decision in writing within a month of receipt of the complaint.

Appeal rights of either party are available, to be heard by the full Executive committee; this needs to be lodged and heard within a month from the sub committee's notification of the decision. The full committee will review all information and form a decision, this decision is final, no further consideration will be given.

Witnesses to a Complaint:

Check relevance of witnesses - only interview or consider information regarding the complaint from those who DIRECTLY saw or heard the incident. Confirm where they were at the time.

Take detailed notes - record exact quotes and specific descriptions of the behaviour.

Draft a statement.

Have the witness read, sign and date the statement.

Store in confidential complaints file.

In almost all circumstances names of the witnesses and the full statements MUST be disclosed to t