

QCBC Policy: Managing Complaints about Behaviour.

POLICY:

The Board of QCBC wants to ensure that all members and visitors can enjoy the amenities of the club in a pleasant atmosphere where they feel safe and comfortable.

PROCEDURE:

The Board occasionally receives complaints regarding behaviour. Infractions of the Laws of Bridge that occur during play, under the supervision of a Director, will be dealt with by that Director in accordance with the Laws.

Should members feel that they have been subjected to behaviour constituting significant rudeness, harassment, insinuations, profanity, threats or violence; a number of options are available.

1. They can treat the episode as a 'one-off' lapse of judgement best ignored.
2. They can request the intervention of the Recorder in conciliation of the dispute.
3. They can inform the Board in writing of the details of the episode and request the Board's intervention.

On receipt of such a complaint, the Board will undertake a fair hearing of the facts involved in the episode through discussion with the complainant, the person being complained about and any witnesses.

Where the Board regards it as warranted, the following actions can ensue:

1. A letter of caution written by the Manager at the direction of the Board indicating the concern of the Board regarding the behaviour involved and outlining the Board's expectations in regard to the behaviour of members;
2. A letter of censure indicating the concern of the Board regarding the behaviour involved and outlining the range of steps available to the Board should the behaviour persist; ie suspension from membership, refusal of membership renewal; and deprivation of the rights and privileges of membership.
3. Should the behaviour continue or should the person complained of prove unwilling to engage with the Board in any meaningful way in resolution of the dispute, the Board will determine which of the actions outlined above should be pursued.

The process outlined above is **not** intended to be used in cases of bad manners or transient unpleasantness. The Club has a large and diverse membership and some disagreement between members is to be expected.

Nor is the process meant to replace the normal workings of the legal system in situations where the behaviour complained of is illegal.

SUPPORTING DOCUMENT/S

- **QCBC Code of Conduct and Etiquette**