

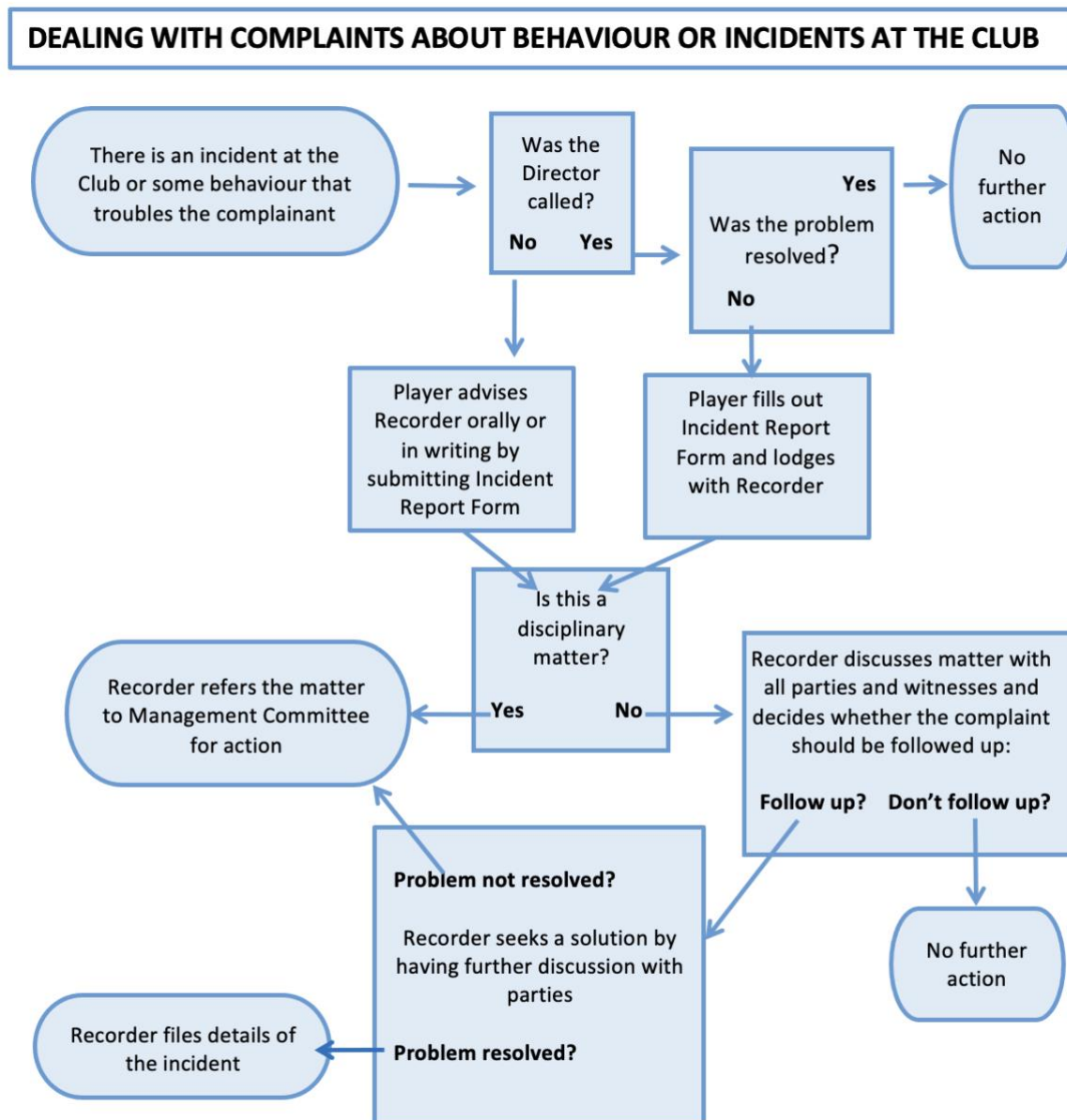
How We Deal With Complaints

If you wish to complain about someone’s actions or behaviour you should complete a **Recorder Incident Form**. These forms can be found underneath the **N** sign at the back of the large bridge room. Seal the completed form in the attached envelope and lodge it with a director or member of the Management Committee. Sometimes you might have a good reason not to put details in writing, in which case you should tell one of our Recorders or a Management Committee member of your concerns.

Once the complaint has been lodged we will follow the steps shown in the flow charts below. The basic principle is that the Recorder will begin the process of managing the complaint, but might have to refer it to the Management Committee later. If the complaint is about

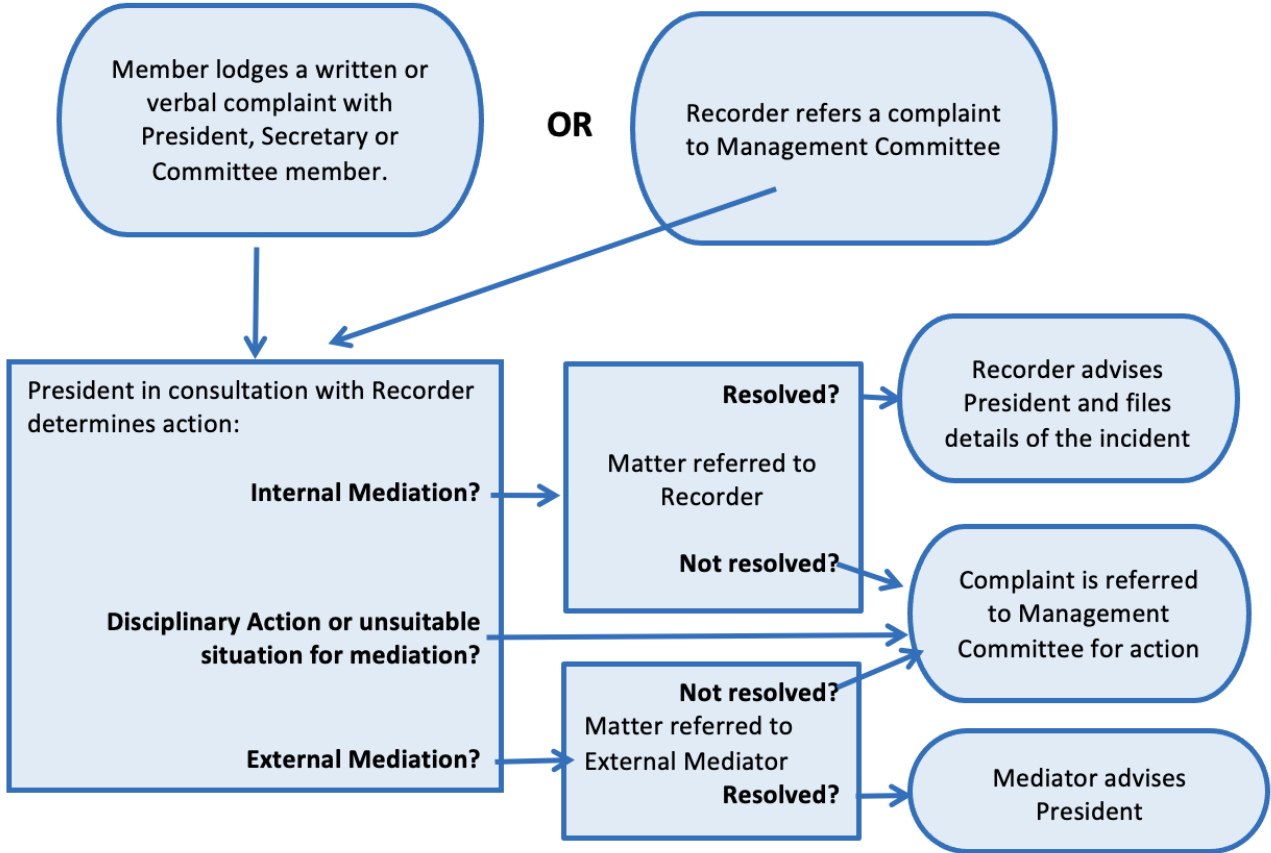
- harassment or bullying of any kind
- rudeness to a member
- unwelcome physical contact
- discriminatory behaviour, including offensive jokes or comments

it will be treated as a disciplinary matter and immediately referred to the Management Committee.



(Continued on the next page)

**DEALING WITH COMPLAINTS ABOUT ZERO TOLERANCE MATTERS
such as harassment, bullying, rudeness, unwelcome physical
contact, discriminatory behaviour**



If the President and Recorder consider that a person complained about poses a threat to other members or to the integrity of bridge sessions the President may exclude that person from playing at the club while the complaint is investigated.