**1.Introduction**

**Code Of Conduct Policy**

The purpose of this code is to assist members and guests of Caernarfon Golf Club to know and understand the standard of behaviour expected and shall apply at all times when at Caernarfon Golf Club or when representing Caernarfon Golf Club. This policy should be read in conjunction with the Constitution of the club and the formal Complaints handling procedure.

**2. Code of Conduct.**

As a member of Caernarfon Golf Club a certain standard of behaviour is expected that reflects the basic requirements of sportsmanship, integrity, courtesy and respect to be shown to all members, competitors, Staff, officials and the public. Without limiting the basic requirements of sportsmanship, integrity, courtesy, and respect, matters of conduct likely to reflect unfavourably on the game include but are not limited to:

* Bad temper, club throwing, foul and abusive language.
* Failure to adhere to the rules and etiquette of the game of golf. Unsporting behaviour and unnecessary gamesmanship.
* Physical violence and threatening behaviour.
* Falsifying any Handicap, Membership, Competition card or Entry form.
* Member has knowingly cheated in a Competition.

A person engaging in any behaviour that may be detrimental to the game of golf in Caernarfon Golf Club is in breach of the code of conduct and should be reported to the General Manager in writing or via email only to manager@caernarfongolfclub.co.uk .ie It is in the best interest of the game and the Club that such behaviour is reported and all players, club members and members of the public are encouraged, and have a duty, to report such behaviour.

**3. Complaints Procedure**

Complaints may be made by any person including a competitor, member, visiting guest or other associated golf club members, and members of the public. Complaints must be made in the first instance to the General Manager per the Formal Complaints Handling Policy document The General Manager / relevant Committee will be responsible for keeping all parties involved informed about the complaint process.

**4. Grading of the complaints.**

All complaints are to be graded 1 to 3 with one being the lightest grading and three being the most serious. This is done by reference to Appendix 1 and the following notes. The General Manager/relevant Committee are required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player / member may receive. Therefore consistency of grading across offences is important and it is a requirement that records are kept to support the grading process. On some occasions, the General Manager / relevant Committee may not recommend a grading because of the seriousness of an incident and may have to consult with a outside support organisation.

**5.Decisions and Penalties**

Will be carried out as per the following documents .

* Formal Complaints Handling Policy.
* Any disciplinary action will be subject to the Constitution.

**Appendix 1**
General examples of grading of complaints of conduct likely to bring the game into disrepute.

**Grade 1 Offences**

* Bad Language
* Improper treatment of equipment , including throwing of clubs.
* Use of club other than within the intentions of the game, damaging trees with clubs etc.
* Ill-mannered behaviour
* Failure to complete a round when representing the club in any sanctioned tournament / inter club match.

**Grade 2 Offences**

* Behaviour bringing the club into disrepute
* Theft of minor items
* Excessive or offensive bad language
* Using social media in connection with the club, its officials, members or non members in a manner which could be deemed offensive or threatening.
* Verbal abuse or threatening behaviour to another player or member
* Breaking Clubs
* Cheating

**Grade 3 Offences**

* Any serious misuse of alcohol or drugs on the course or club premises
* Serious theft
* Bullying of a member or member of staff
* Assaulting any player, official, member, guest or member of the public
* Sexual or verbal harassment

**Appendix 2**
**Grade 1 Offence**
If no previous offence any one of the following process will be adopted.

1. Verbal warning with notice on file
2. Written warning issued to the member
3. Penalty of suspension imposed by the relevant Committee
4. If the next incident is a Grade 2 offence then that process will override the above.

**Grade 2 Offence**
If no previous offences any one of the following actions may be adopted.

1. Written warning issued to the member
2. Penalty of suspension imposed by the relevant Committee
3. Penalty of expulsion as determined by the relevant Committee If the offence is considered serious, or if there are other recent offences, then appropriate action may be considered and passed at the discretion of the relevant Committee.

**Grade 3 Offence**
Depending on the seriousness of the offence any one of the following actions may be adopted.

1. Written warning issued to the member
2. Penalty of suspension imposed by the relevant Committee
3. Penalty of expulsion as determined by the relevant Committee