ROCK PARK BOWLING CLUB

RAISING A MISCONDUCT COMPLAINT

If you have had, or are a witness to, any inappropriate behaviour from anyone during your session at Rock Park Bowling Club (the Club), it needs to be reported. The Club takes breaches of our Code of Conduct very seriously.
In such instances, where you feel that a complaint should be made, complete the Bowls England R9 Complaints form, a copy of which is available from the Club Secretary or from the Club's website.
The following flow diagrams show the procedures involved to make the complaint and the resolution of any complaints made.

Complaints of misconduct must be submitted within 14 days of first awareness of them arising. It is recognised that there may be exceptional reasons why this is not possible, and the Complaint Assessor will use their discretion as to whether such complaints of misconduct are accepted
(Regulation 9 clause 5.1.1 refers)

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All complaints of misconduct should be made using the Bowls England official R9 complaints form, which is available from the Secretary or the Club's website
(Regulation 9 clause 5.1.2 refers)

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You will need to describe the misconduct, the impact the misconduct has had on you, the names of any witnesses and how best your complaint could be resolved

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Submit the Complaint Form to the Chair (Complaint Assessor)
(Regulation 9 clause 5.1.2 refers)
In a sealed envelope to maintain confidentiality

Anonymous complaints will be treated as feedback and will not be investigated or dealt with in accordance with Regulation 9.

All reasonable efforts will be made to ensure that all complaints under this Regulation are handled confidentially

Upon receipt of a complaint of misconduct, the Complaint Assessor will review the complaint form, and may conduct a preliminary investigation into the matter as they deem appropriate, in order to determine if the complaint is accepted as a disciplinary matter involving misconduct which falls under Regulation 9 and what level the misconduct falls under, and therefore what route to resolution should be followed.
See examples of conduct which may be seen as misconduct at the end of this document.

The Complaint Assessor must determine how the complaint should proceed within 14 days of receiving the complaint, complete the Complaint Report and return it to the Complainant. The Complaint Assessor may wish to request procedural guidance from the County Disciplinary Officer (CDO).
If the Complaint involves an External Agency, such as the police or social services (but not limited to), the Complaint Assessor will contact Bowls England immediately using the following email address disciplinary@bowlsengland.com.

The Complaint Assessor will determine which category the complaint falls into:

a) Complaint is unfounded
b) Minor misconduct
c) Moderate misconduct or
d) Serious misconduct

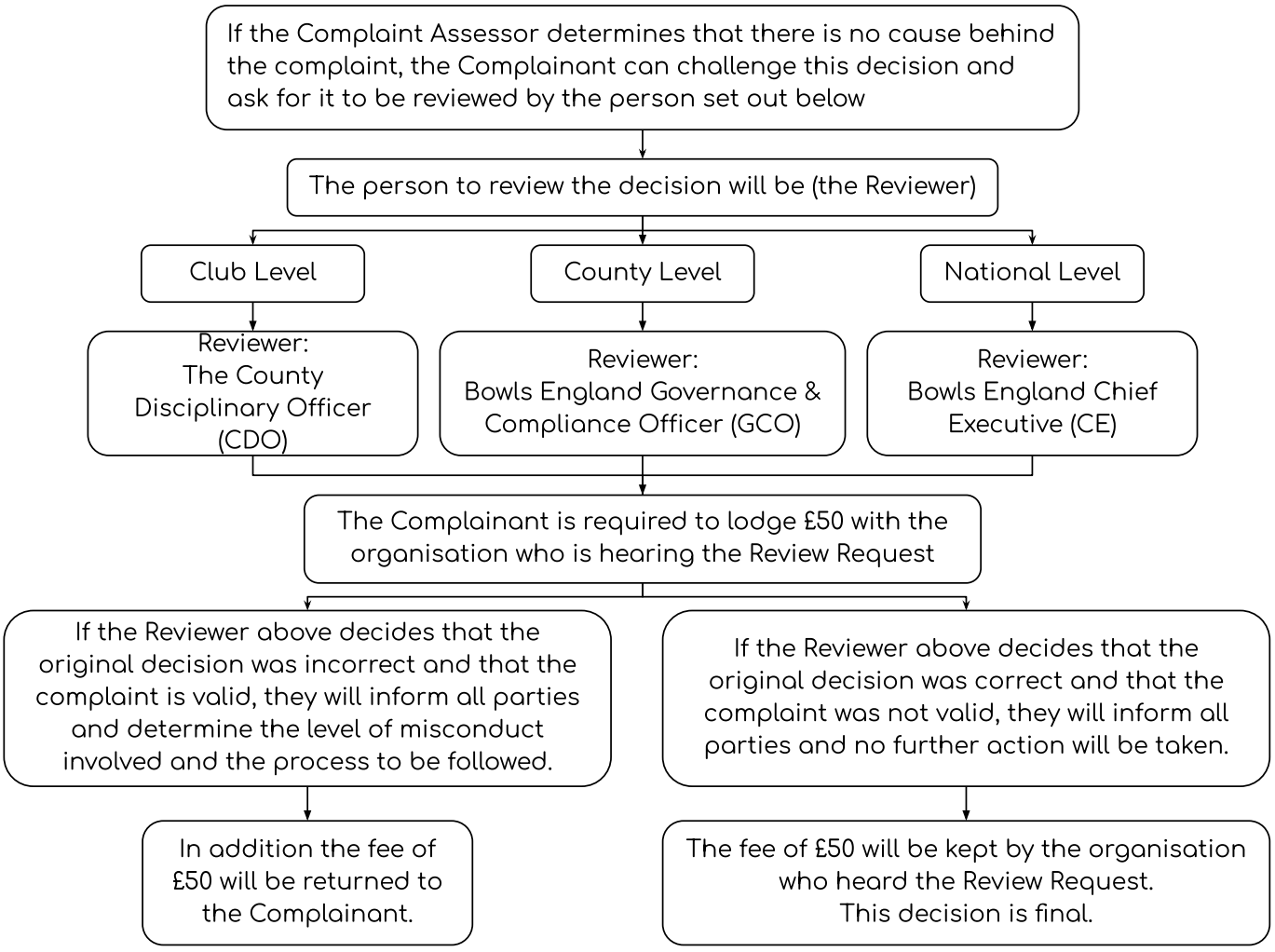
a) If the Complaint Assessor determines that the complaint is unfounded the Complaint Report will state this and the Complainant may seek a review of this decision in accordance with Regulation 9 clause 5.4

b) If the Complaint Assessor determines that the complaint is Minor this should be dealt with using the Informal Process. The Complaint Report will state this and the next steps will be the Informal Procedure in accordance with Regulation 9 clause 6.

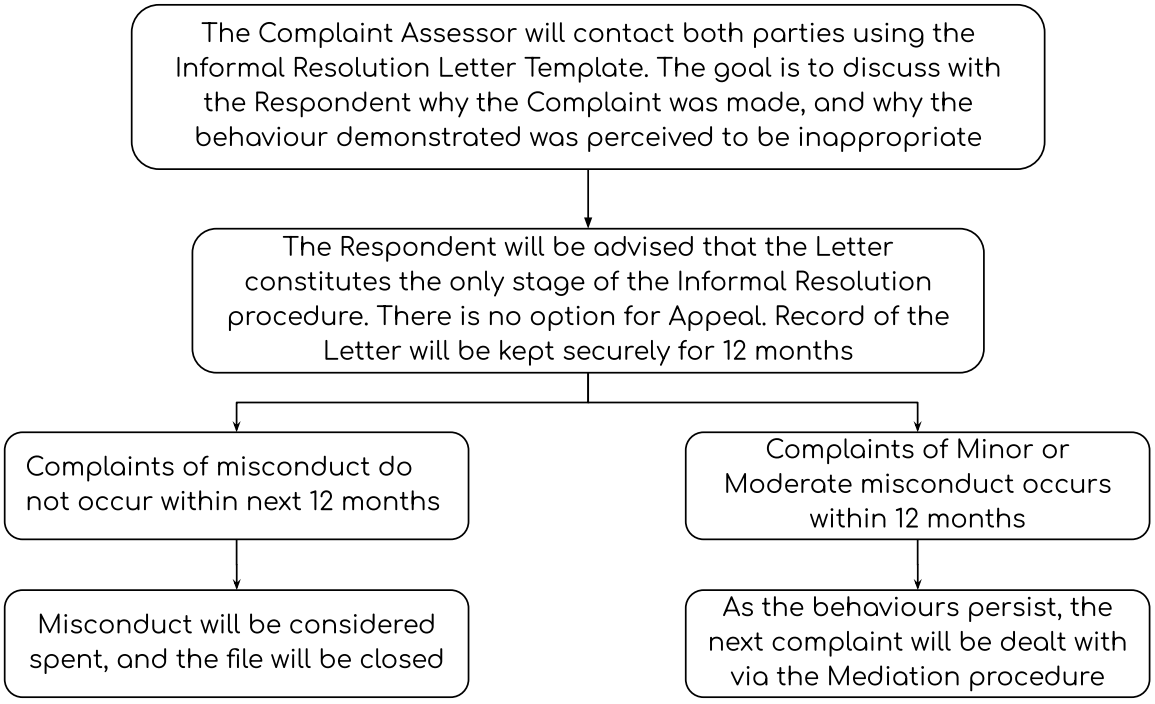
c) If the Complaint Assessor determines that the complaint is Moderate this should be dealt with using the Mediation Process. The Complaint Report will state this and the next steps will be the Mediation Procedure in accordance with Regulation 9 clause 7.

d) If the Complaint Assessor determines that the complaint is Serious this should be dealt with using the Hearing Process. The Complaint Report will state this and the next steps will be the Hearing Procedure in accordance with Regulation 9 clause 8.

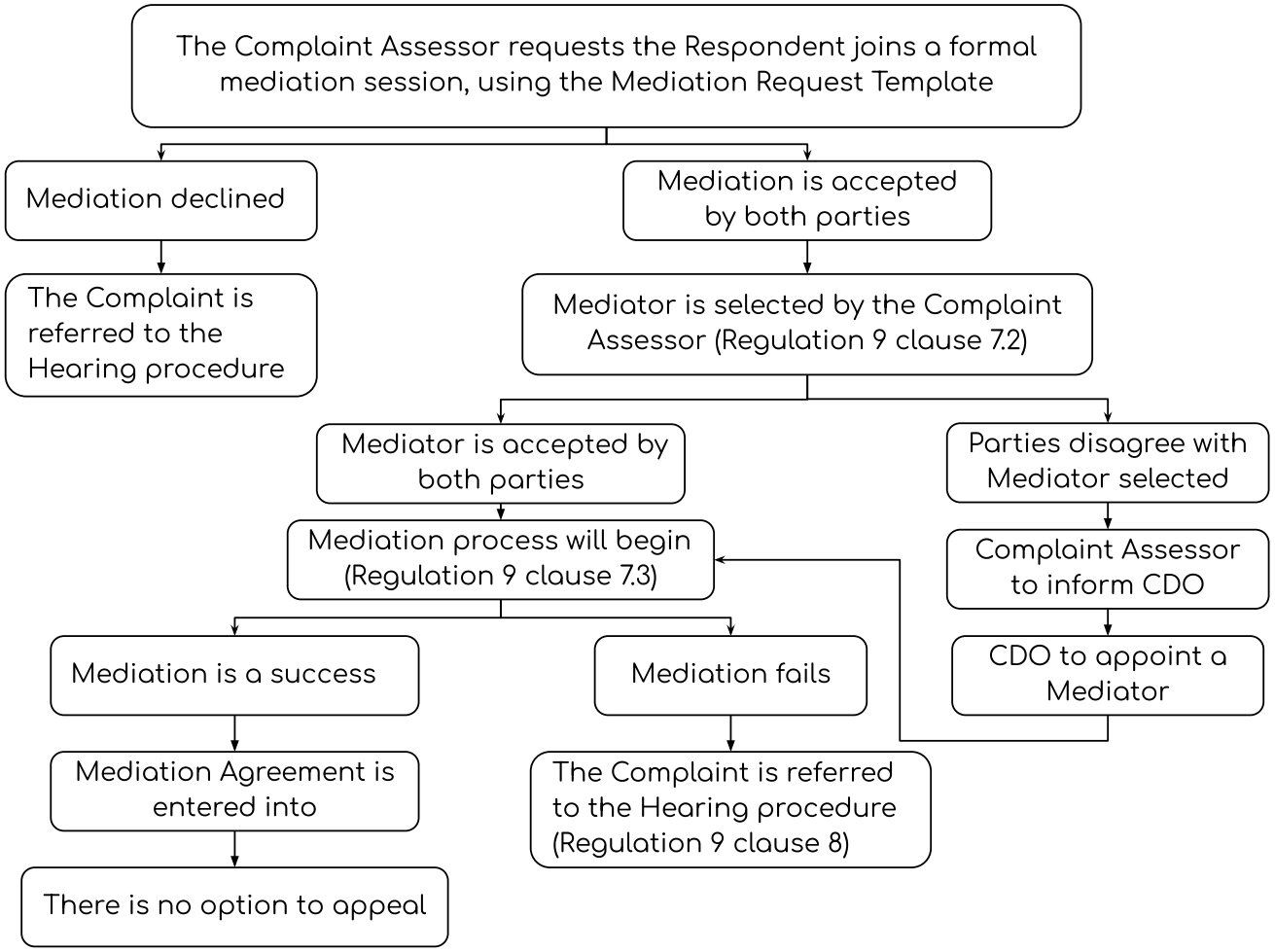
Review Procedure (Unfounded Complaint) - Regulation 9 clause 5.4:



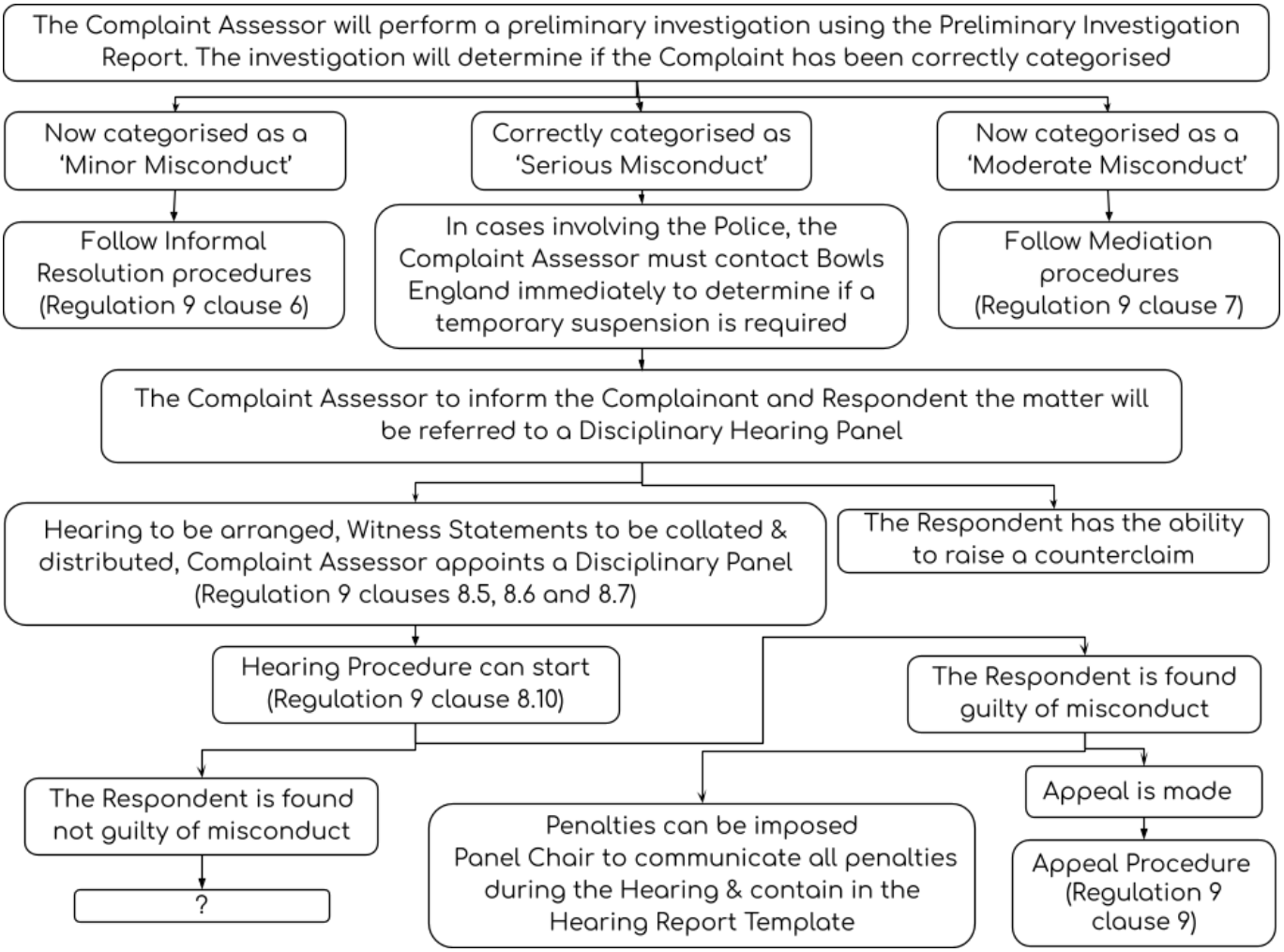
Informal Procedure - Regulation 9 clause 6:



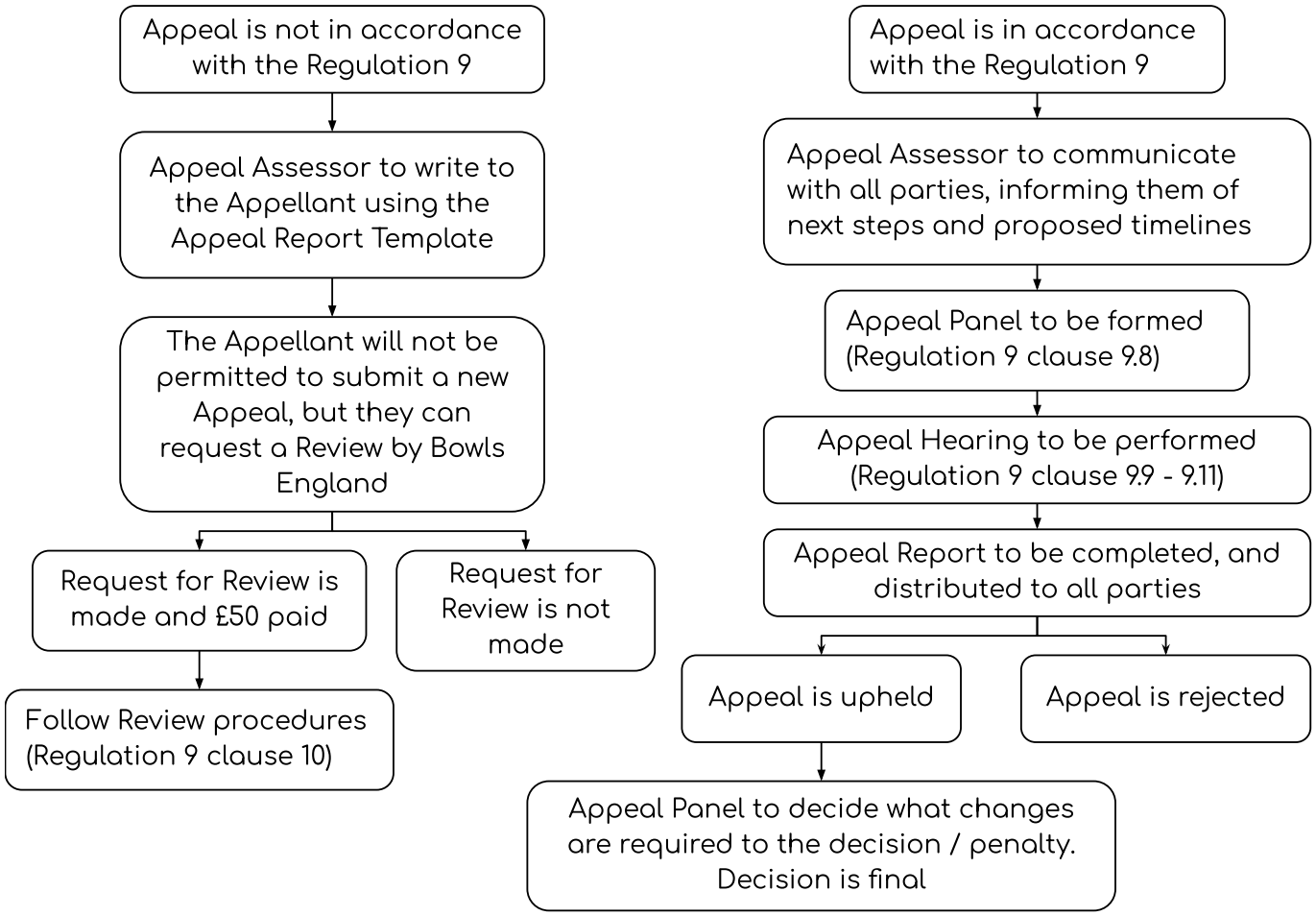
Mediation Procedure - Regulation 9 clause 7:



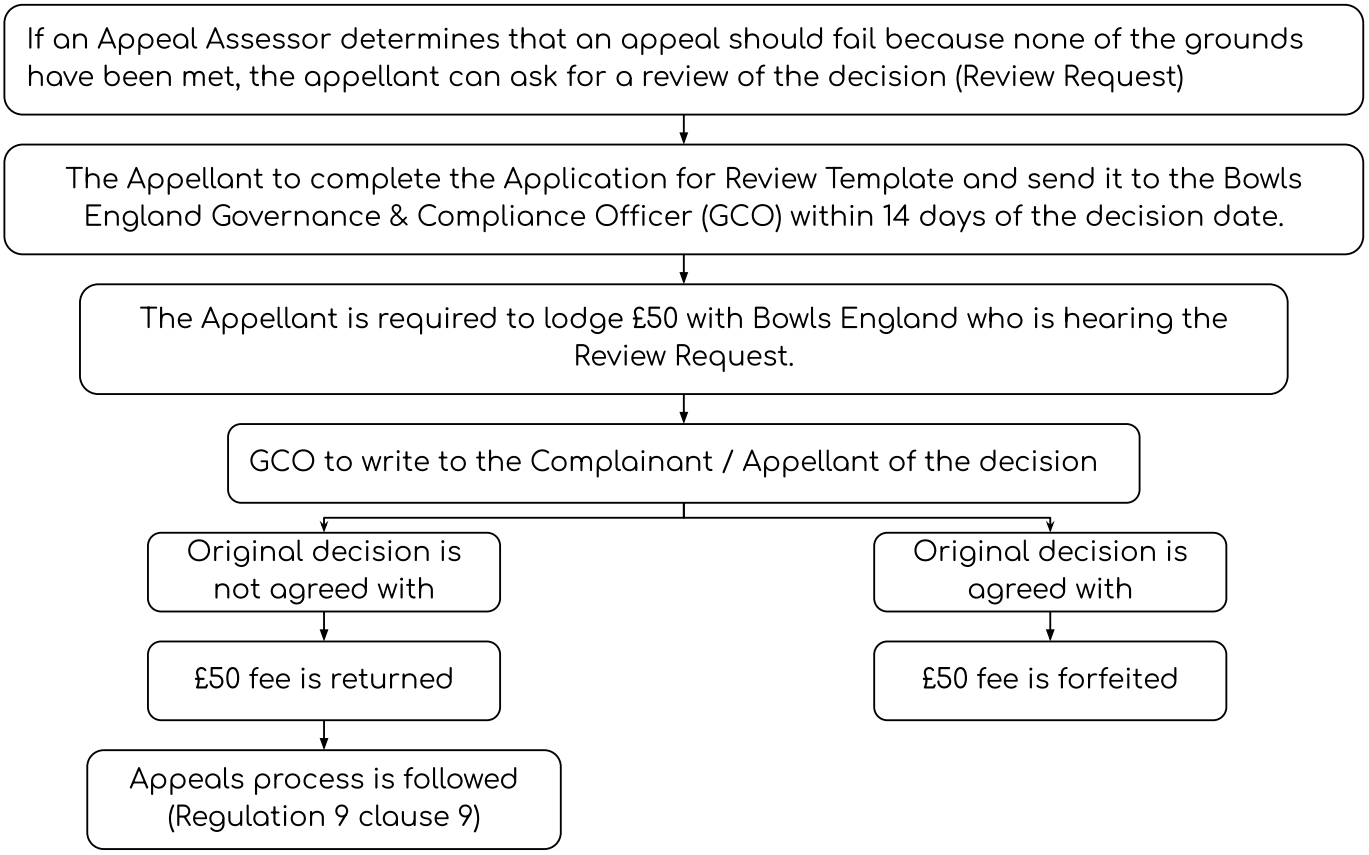
Hearing Procedure - Regulation 9 clause 8:



Appeal Procedure - Regulation 9 clause 9:



Review Procedure (Review of Appeal) - Regulation 9 clause 10:



MISCONDUCT

The following non-exhaustive lists are examples of conduct which may be seen as misconduct and therefore a disciplinary matter to be dealt with under Regulation 9. How a disciplinary matter moves forward depends on the level (severity) of the misconduct being complained about which will be determined by the Complaint Assessor. When considering what level the complaint should be heard at, it may be appropriate to consider the impact of the behaviour.

a. **Minor misconduct**

Minor misconduct typically refers to behaviour that slightly disrupts the harmony, operation, or enjoyment of the sport of Bowls but does not cause significant harm, damage, or offense. The following conduct is likely to be viewed as suitable to be dealt with by the Informal Process:

i. Breach of an Affiliated Club's Code of Conduct
ii. Rude language/ gestures
iii. Unsporting behaviour on the green

A repeat of such an incident within 12 months of a previous incident following an informal process may be treated as Moderate Misconduct.

b. **Moderate Misconduct**

Moderate misconduct typically refers to behaviour that significantly disrupts the harmony, operation, or enjoyment of the sport of Bowls, causing noticeable harm, damage, or offense. The following conduct is likely to be viewed as suitable to be dealt with by the Mediation process:

i. Disruptive behaviour
ii. Inappropriate messaging/texting/social media interaction
iii. Bullying
iv. Harassment
v. Abuse of power / intimidation
vi. Dangerous / careless behaviour

A repeat of such an incident following Mediation may be treated as Serious Misconduct.

c. **Serious Misconduct**

Serious misconduct typically refers to behaviour that poses a significant threat to the wellbeing, integrity or reputation of the sport of Bowls. The following matters and conduct are likely to be viewed as serious and therefore require a Hearing:

i. Any conduct which is prejudicial to the interests of the Bowls England
ii. Discriminative behaviour
iii. Violence (against a person or property)
iv. Sexual harassment
v. Any incident/behaviour which results in the police being involved
vi. Theft
vii. Fraud
viii. Deliberate damage to property

Any breach of the Rules and Regulations, the Laws of Bowls England or the Safeguarding Policies is likely to be dealt with at National level through Regulation 9.