

# HVBC - Member Code of Conduct

The Happy Valley Bowling Club Inc values its members, volunteers and visitors, and aims to provide a friendly and safe environment for all.

Personal Behaviour - Club members are expected to be polite and respectful to all other members, social players, and visitors of any type. Rude, aggressive and threatening behaviour will not be tolerated. Bullying will not be tolerated. Sexual harassment will not be tolerated. Verbal insults or remarks that may be bigoted or discriminatory in nature or that show disrespect to any person will not be tolerated. Physical violence towards any person, real or threatened, will not be tolerated.

Any member initiating any such actions will be subject to a review by the club board, with discussion and mediation the first stage of complaint management. Possible penalties for serious or persistent offences include censure, suspension, or expulsion from the club, as provided in the constitution. As a member club of Bowls SA, the Happy Valley Bowling Club is also subject to the by-laws and policies of Bowls SA, which includes the Bowls SA Member Protection policy as amended from time to time. It details statements of values and the Complaint Handling Procedure that the club will follow.

Any club member may make a complaint about the personal behaviour of another member by speaking with or emailing the club's Member Liaison Officers. The Member Liaison Officer will make relevant notes on the complaint as evidence for a review; these notes will be filed in a register to be held by the club Secretary. Unsubstantiated complaints may not proceed directly to any resolution but may be brought forward in the event of further complaints being made about the same person.

Club Behaviour (including management differences) - Management of the club and all its activities are undertaken by members as volunteers, and it is acknowledged that differences of opinion on management of projects will occur from time to time.

Members always have the right to express a difference of opinion, but this should be done by putting forward concerns or comments to the project or activity leader, or a board member in the first instance. This can be done by seeking a meeting with the relevant person or sending an email to them; or by sending a letter to the club. Negative comments on any club activity or project should not be made in general conversation with other members, visitors, or with other stakeholders outside of the club such as members of council and council staff, members of parliament, local club and associations, club sponsors, the media, or suppliers. Differences of opinion or management concerns are to be addressed within the club at all times.

The principles of Natural Justice will apply to managing any complaints against members. Natural Justice is also referred to as procedural fairness, and incorporates the following principles:

- both the Complainant and the Respondent must know the full details of what is being said against them and have the opportunity to respond;
- all relevant submissions must be considered;
- no person may judge their own case;
- the decision maker/s must be unbiased, fair and just;
- the penalties imposed must be fair.

**Reference** - Bowls SA Member Protection policy with attachments; [click here](#) to go to the policy on the Bowls SA website.