

INNELLAN BOWLING & TENNIS CLUB

Code of Conduct and Complaints Procedure

CODE OF CONDUCT

Innellan Bowling and Tennis Club (**Club**) is a voluntary organisation run by its members who are represented by an elected Management Committee of people living in south Cowal. The Club is open to all members and visitors, no matter their race, religion, culture, gender or disability. The Club's primary purpose is to provide the facilities and means to play bowls and tennis, thereby fostering enjoyment, exercise and social interaction.

We therefore expect all persons using the Club's facilities to:

- Treat one another with respect.
- Treat people equally, without discrimination.
- Avoid offensive language.
- Avoid offensive behaviour.
- Take care to avoid damage to the bowling green, tennis courts, the grounds and the pavilions.
- Wear appropriate footwear and clothing.
- Ensure that any equipment used is cleaned and stored in the appropriate place after use.
- Ensure that the premises are left in the same state as you found them on arrival, i.e. doors and gates are locked, floors are swept, the kitchen and toilets are clean.
- Follow the Child Wellbeing and Protection Code of Conduct, Policy and Procedures, where applicable.
- Report any damage to the facilities to a member of the Management Committee as soon as possible.
- Report any breaches to this Code of Conduct to a member of the Management Committee.

COMPLAINTS PROCEDURE

The Club hopes that by raising any concerns to the Management Committee, the Management Committee will resolve any issues informally to everyone's satisfaction. However, in the event that a member or visitor is not satisfied with the Management Committee's response, he or she must submit a complaint in writing, clearly dated and signed.

On receipt of a complaint, the Club's Management Committee will:

- Give a written acknowledgement of receipt of the complaint within one working week.
- Meet to discuss the complaint within a month of receipt and agree how best to solve the issue.
- Give a written answer to the complaint with a solution agreed by the Management Committee within 6 weeks after receiving the complaint.
- Ensure that all written complaints are clearly logged and addressed to the satisfaction of all concerned.

2022

Please remember that as a user of this facility, you are representing the Club. The Management Committee will not tolerate abusive behaviour or language.