



Woonona SLSC

Members Induction
Manual

Welcome!

Firstly, the Board of Directors and all members of Woonona Surf Life Saving Club Inc., would like to take this opportunity to congratulate you on becoming a member of our proud Club. As a new (or returning) member we would like to give you a small insight into our Club's workings and history, along with a list of the Management Committee members and their details to help you with any information you may require.

Woonona SLSC was formed in 1913 and incorporated in 1920 and is affiliated with Surf Life Saving Illawarra, SLSNSW & SLSA. We are very proud of our patrolling record, in never having lost a life on our beach during patrol, since our foundation over 100 years ago! Woonona SLSC Inc. conducts Senior, Youth and Junior (Nipper) activities. We encourage and support participation in both point scores and carnival competition and offer a variety of activities including (as resources allow) beach, craft, boat and patrolling or first aid competitions which may interest you. If you have an interest in any of the above, feel free to contact a member of the committee for more details. You will be encouraged to gain awards throughout the season.

Our Club's organisational structure consists of one management committee which includes the Board of Directors and elected Officer Bearers. We also have various Sub-Committees to assist the Management Committee. This one committee oversees the running of the entire Club including both senior and junior sections. Management meetings are held alternatively on the 3rd Wednesday of the month.

Introduction

Woonona SLSC strives to be a fair and family friendly Club, in other words we are committed to the health, safety and well-being of **all** of our members. We welcome all members prepared to act within the guidelines set by the Club.

Surf Lifesaving is "serious fun" - we strive to create an enjoyable environment but must be mindful that failing to follow accepted procedures will place the public and us at risk of serious injury. For this reason we have created this manual as an introductory orientation for our new members and as a reference tool for the more experienced to consult. Every member is responsible for the information covered in this manual and it should be read in conjunction with other relevant reference sources, including the Constitution of the Club if necessary.

If you have any questions or if some of these policies are not clear, please bring them to the attention of a Committee Member so they can be clarified and the document can be improved in future reviews. While discussion on any of these subjects is always welcome, adherence to them is required so that we can best accomplish the task of not only fulfilling the objectives of our Club, but also of ourselves.

The Club Committee

The committee of the club comprises the Board of Directors and the Office Bearers, collectively known as the Management Committee. They meet monthly to discuss and oversee the business of the club. If you have any questions or problems please feel free to discuss with any committee member.

Board of Directors

Position	Member	Contact	Role
President	Stacey Paddon	0407 710 221	Chairman of Club
Director of Life Saving	Rachel Dixon	0466 694 366	Lifesaving and patrols
Director of Finance	Craig Odewahn	0402 092 714	Club Finances
Director of Administration	Peter Rigby	0466 718 667	Club correspondence / Public Officer
Director of Education	Keiran Smith	0429 728 879	All awards training
Director of Surf Sports	Morgan MacKinnon	0402 603 045	Co-ordinates competition and officials
Director of Junior Activities	Anthony Arnold	0403 471 926	Co-ordinator of all Junior Activities

Office Bearers of the Club

Position	Member	Contact	Role
Vice President	Rachel Dixon	0466 694 366	Assist President
Vice Club Captain	Mitchell Bell	0415 553 313	Assists Dir of Lifesaving
Treasurer	Gabi Bow	0421 386 240	Assists Dir of Finance / Bookkeeping
Member Services Officer	Grant Smith		Development of Members
OH & S Officer	Cathi Rigby	0417 695 669	WHS responsibilities
Sports Team Manager	Nathan Bow		Assist Director of Surf Sports
Youth Coordinator	Jamie Carter		Rookies 13 to 18 yrs
Facility Manager	Steve Goding		Maintenance of Hall & Buildings
General Member	Peter Evert	0417 664 097	Representing Club Members
General Member	Gerard Dorge		Representing Club Members

Other Office Bearers, not Committee positions

Position	Member	Contact	Role
Registrar	Julie Robertson	0481347246	Receiving and recording memberships
Child Protection Officer	Julie Robertson	0481347246	Child Protection Act 1998 /Commission for Children and Young People Act 1998.
Grievance Officer	Brad Ryan-Agnew	0414 781 757	Assess and resolve grievances
First Aid Officer	Lauren Gray		First aid supplies
Power craft Captain	Ben Clarke		Responsible for IRB and ATV for lifesaving use
Gear Steward			Equipment
Radio Officer			
Publicity	Gabi Bow	0421 386 240	Social Media communications
Social Organiser	Megan Tremaine		Chairperson of social committee
Uniform Officer			Co-ordinates all club merchandise
IRB Captain	Ben Clarke		IRB Competition
Surf Boat Captain	Troy Johnson		Surf Boats Competition
Swim Captain			Member Training
Water craft Captain			Member Training
Beach Captain	Mitch Bell		Member Training
Gym Manager	Mitch Bell		Gym inductions and facilities
Fundraising	Gab Bow		Fundraising activities
Grants and Sponsorship co-ordinator	Steve Bow		Co-ordinates all club grant and sponsorship matters

Specific Guidelines

ORIENTATION

All new members to the Club, (whether new Bronze holders or transfers from another club), will receive an introductory orientation to the Club premises by a committee member prior to beginning patrols. This will include introduction to Club Members, general patrol area and facilities, location and use of fire-fighting equipment, emergency exits, WHS and first aid etc.

REGISTRATION AND FEES

Membership fees are set by the Committee each year. To ensure that all Patrolling Members remain covered by insurance in case of accident, fees must be paid by no later than 31 October each year. If you have any difficulty paying fees, please contact a club Director so that arrangements can be made.

Membership Fees for this Season, are

Junior (Under 18), \$55

Active Senior, \$65

Associate, \$65

Family memberships \$150

(A discount of \$10 for all senior memberships processed through Lifesaving Online and paid before 31 October every year)

MEMBERSHIP CATEGORIES

Juniors Lifesavers (Nippers 5-13 years)

Every year Junior Lifesavers work towards improving surf skills. They learn about surf safety, board paddling, basic first aid and basic rescue techniques. Also enjoy plenty of great beach activities and participate in surf sports activities.

Cadets (13-15 years) - Rookies

Cadets begin by gaining their Surf Rescue Certificate which enables them to work as a member of a team of lifesavers on the beach.

Active (15-18years) and (18+ years)

As an Active member you will gain your Bronze Medallion and skills that will enable you to become a patrolling lifesaver. There are also many other opportunities to gain additional lifesaving awards and to undertake additional training and roles.

Associate / General

Associate Members aren't required to hold a surf life-saving qualification. So this is a great way for you to choose to assist the club in various roles with your time and specific skills. Speak to any committee member to find out how you can get involved!

Award Members

Award Members can hold the following awards; Resuscitation, Advanced Resuscitation, Surf Rescue Certificate, Radio or First Aid and can assist patrols with support roles.

Child Protection

(Extract from SLSNSW Circular 3328)

All members, and volunteers, over the age of 18 and those members under the age of 18 who work with children (eg: 16yr olds who help train the U/8 Nippers, provide water safety for Nippers, etc) MUST sign the SLSNSW Member Protection Declaration Form. Members under 18 years can have a parent or guardian cosign. SLSNSW require clubs to keep the signed SLSNSW Member Protection Declaration form in a secure location for as long as that member is a part of the club and then 3 years following our phase in period with the new Working with Children Checks in 2015 (thus 2018) It is an offence for prohibited persons to sign this declaration or to apply for or attempt to obtain, undertake or remain in child-related employment in any capacity, whether paid, volunteering or self-employed. The maximum penalty for falsely declaring that you are not a person prohibited from child related employment is 12 months imprisonment, 100 penalty units (\$11,000) or both. The form must be fully completed, printed and signed and then brought to the club to verify the new members' identity. Appropriate identifying documentation (Driver's License, Passport etc) will need to be supplied to, and sighted by a club official when a member initially completes the declaration. Club declaration forms can now be randomly audited by the Commission for Children and Young People.

Working With Children Checks (WWCC)

Surf Life Saving NSW's clubs now must incorporate **Working With Children Checks (WWCC)** into their registration. This new legislation has been put into place to further protect our children both in voluntary and paid workplaces. Who needs a Working With Children Check? The WWCC is a prerequisite for paid and unpaid child-related work. Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, child-related work is defined as work in a specific, child-related role or face-to-face contact with children in a child-related sector.

If you have any questions about WWCC please contact our Child Protection Officer.

Privacy

SLSA Policy statement 6.2 sets out the privacy policy that Woonona SLSC operates under. It includes information on how Woonona SLSC collects, uses, discloses and keeps secure, individuals Personal information. Individuals may opt not to receive notification of activities or events by contacting the club advising of their preferences in writing.

Individuals can access the Personal Information that Woonona SLSC holds about them by applying in writing to:

Woonona Surf Lifesaving Club Inc.
PO Box 66
Woonona 2517.

For a copy of the policy please contact the Director of Administration.

Patrolling Members

PATROL OBLIGATIONS

Patrol of our beach and the safety of our members and the public is the primary function of our Surf Club. Patrol hours and season dates are to meet the requirements of OUR Service Level agreement with Surf Life Saving NSW (a copy of which is on display outside the patrol room). Woonona SLSC will endeavour to minimise the number of patrols that you are required to attend. This is however subject to availability of suitably qualified people to form patrol teams. In season 2016/17 we anticipate that each patrolling member will be required to do 11 patrols in the season. All active Patrolling Members are expected to attend patrols as rostered in the Patrol Roster which is circulated at the start of the season and posted outside the first aid room. Patrol uniforms must be worn whilst on patrol only and are not to be worn outside of your patrolling obligations except on approved SLS activities. Patrol Uniforms consist of SLSA approved red shorts, yellow long sleeve shirt and a red wide brimmed hat or peaked cap. These items are provided to new members by Woonona SLSC as your personal property. Please take care to maintain these items for use from year to year. If you decide to cease patrolling activities, please return these items to the club. In addition to this uniform, it is compulsory that all Bronze Medallion holders wear a red and yellow quartered skull cap at all times whilst you are on patrol. These will be provided to you by the patrol captain for each patrol and you are required to hand them back at the conclusion of each patrol.

PROFICIENCY

To maintain safety and lifesaving standards, Surf Life Saving Australia has set a standard of proficiency that Patrolling Members must achieve before being able to participate in voluntary patrols. The annual proficiency test involves a continuous effort of running, swimming (over arm) and running – and is tested at the beach.

Members must have successfully completed the run-swim-run, demonstrate their ability to perform 2 rescues, 2 recognised carries, and show they are competent at resuscitation. The run-swim-run component is 200m run - 200m swim - 200m run and needs to be completed within 8 minutes. These proficiencies need to be completed before 31 December each year for the awards to remain current, and allow members to continue patrolling and competing. The above is the minimum requirement only. Those with additional SLSA awards (e.g. IRB or ART) need to complete proficiencies in each award prior to the 31 December deadline yearly.

PATROL GUIDE

All members have been placed into teams (patrols) which have a captain who will be responsible for the beach during rostered hours of patrols.

Each member is asked to be in attendance 15 minutes before the rostered start of patrol so that the captain can hand out equipment and allocate responsibilities.

During patrol hours each patrolling member will be required to wear the red and yellow quartered patrol hat provided. Baseball type patrol hats etc are to be worn over these quartered caps. All other patrol gear issued to you is to be worn on patrol.

No member is to leave the patrol area without first notifying the patrol captain.

Swimming and rescue board riding is not only permitted but **encouraged** during patrols. The patrol captain will be the sole judge as to if you can be spared from beach duties to allow this, depending on conditions and resources.

If you cannot make a patrol it is up to you to arrange a substitute. You must ensure the person replacing you has at least the same qualifications as you so that the patrol meets the minimum requirements.

If you cannot arrange a substitute or have a last minute reason for non-attendance please contact your patrol captain who can excuse you from the patrol in extra ordinary circumstances.

All patrol equipment is to be used only at the discretion of the patrol captain.

100% ATTENDANCE

100% ATTENDANCE AWARD is a highly coveted award in the club. To gain this award you must attend all your rostered patrols (or have arranged a substitute). Where you have arranged a substitute you must repay this patrol at another time suitable to you and the substitute. Where the substitute does not require you to pay him or her back, you still must pay back the patrol at a time suitable to the Director of Lifesaving.

Please note, you will not be eligible for the 100% attendance award where you have missed any patrol without arranging substitute (even if that patrol was excused), you do not repay a substituted patrol, or you leave early or arrive late for a patrol.

PATROL DEFAULT

If you miss a patrol you are considered in patrol default. The Director of Lifesaving or Vice-Captain will contact you to arrange a suitable make up patrol for you to attend. If you miss a subsequent patrol you will be required to make up that patrol plus a penalty patrol. You may also be requested to address the Committee to explain your position.

If you are in patrol default at the end of a season the club may refuse any transfers to another club. Competitors who are in patrol default during the season are not permitted to compete until such time as they have made up the patrol default. (refer Competition Policy on website)

Education

As an organisation that is responsible for the safety and wellbeing of others, it is vitally important that Surf LifeSaving be at the forefront of public safety training. In becoming a Registered Training Organisation (RTO) and aligning its courses with qualifications and competences in the Public Safety Training Package, Surf Life Saving NSW and its affiliated Clubs have a responsibility to maintain the required government regulations. Over the next few years all Surf Life Saving Australia endorsed courses will be aligned to fall under the Australian Quality Training Framework guidelines. Our Club strongly supports the ongoing training of our members and will generally provide logistical and financial support for anyone wishing to continue their training and qualifications.

Some of the courses currently available to members include:

- Bronze Medallion - Now Cert. II in Public Safety (Aquatic Rescue)
- Advanced Resuscitation Techniques Certificate
- Senior First Aid Certificate
- IRB Driver
- IRB Crew
- Surf Rescue Certificate (13 yr old cadets)
- Spinal Management
- Defibrillator certificate

Other awards available through the Branch Office are:

- Patrol Captain courses (Basic Beach Management)
- Life Support
- Training Officer Certificate
- Assessors qualifications

New members of the Club must begin training toward the award applicable for age etc. at the earliest opportunity, being no longer than three months.

Please direct all education queries to our Director of Education.

Nippers

Woonona SLSC is particularly proud of our “Woonona Stingrays” and “Woonona Squids” who are made up of our nipper and rookie members. The rookie program targets our 13-17 year old members and is specifically designed for them to experience the highlights of the junior and senior club through involvement at nippers as water safety, commitment to patrol, opportunities to compete as seniors, and invitations to all social events.

Our objective at nippers is to educate our children to be competent and safe in the beach/surf environment and expose them to the opportunities that await as youth and eventually senior members of the club.

Registration and Fees

Nipper parents are required to join the club as an Associate member and assist where possible with the management and training of the children. By joining the club parents are covered by insurance against accidents on the beach, at carnivals and sanctioned surf club activities, and are warmly invited to club functions.

Sunday Meets

The Woonona Stingrays meet for ten nipper days on a fortnightly basis over summer, with a break during the Christmas/New Year holidays. The current calendar can be found on the website and is advertised in the newsletter.

Age Groups

Nippers are divided into eight age groups – from Under 6's through to Under 13's. The age group is determined by the child's age at midnight on 30 September each year.

Age Managers

Each age group has two Age Managers, Age Managers are volunteer parents of nipper children or members of the senior club who wish to help our junior club by volunteering their time and expertise.

Water Safety

Water Safety team members are trained and proficient members of the surf club who supervise our nippers during water events. The Water Safety Supervisor is the team leader. If you have any concerns about your child's safety please speak to an Age Manager or the Water Safety Supervisor. The nipper program requires many helpers and we ask parents to participate in the running of nippers. **Parents are an invaluable resource; please consider gaining at least the Surf Rescue Certificate to assist the club conduct safe nipper days.** If you can offer assistance please speak to the Director of Junior Activities or an Age Manager.

ROOKIES

The Rookie Lifesaver Program assists with the education and retention of our 12 - 14 year old members through a structured development program. The Rookie Lifesaver Program is aimed at developing our future surf lifesavers in the areas of surf education, beach management and related career paths within the surf lifesaving movement. The Rookie Lifesaver Programme has been developed for youth in U13-U14 age groups. The experience to work with knowledgeable and qualified lifesavers to be accepted as an integrated part of a team in the patrol environment, which will ensure each of our Rookies undergoes the best training experience. The opportunities & experiences our Rookies received will provide a positive footing for future development and training.

Aims of the Rookie Lifesaver Program

- Develop the hand on surf lifesaving skills of young members
- Provide a transition and bridge the gap between the nipper and senior lifesaving
- Provide a structured career path in surf lifesaving
- Develop strong ties between Senior and Junior Members as a result of involvement in this programme.

- Club patrols will become more efficient as patrol members become involved with the development of juniors whilst on patrol.
- Understand the surf lifesaving philosophy
- Encouragement to complete the Surf Rescue Certificate, and ability to gain the Bronze Medallion (Cert II Public Safety – Aquatic Rescue).
- Have fun!

SURF SPORTS

Woonona SLSC offers its members opportunities to learn, practice and compete in many of the available surf sports surf life-saving sport disciplines, including;

- IRB racing
- Surf boats
- Board paddling
- Swimming
- Ski paddling
- Beach events

Sporting opportunities are provided for our junior activity members (up to age of 14 years old,) our cadets and senior members (15year old plus) and Masters competitors (aged 30+ year old) Woonona SLSC prides itself on commitment to surf sports and competition, and supports its members, in accordance with Policy 3.1 – Competition Policy.

For all surf sports enquiries, please contact Director of Surf Sports or Sports Team Manager

Sporting Equipment

Woonona SLSC provides various sporting equipment and facilities to its members, for training and competition purposes. All usage of club equipment is to be undertaken in accordance with Policy 3.2 – Use of Surf Life Saving Craft.

CLUB UNIFORMS AND MERCHANDISE

Children must wear a club skull cap at all club events and carnivals, under 6 & 7 wear a green skull cap and under 8 and above wear Woonona SLSC competition skull cap. All members (children and adults) participating in water events must wear a Fluoro rash vest. These are the only pieces of clothing which are compulsory. To compete in team events at carnivals all competitors must be in the same uniform. All swimwear is available to purchase from Denise at South Coast Uniforms (0431 956 488). Uniforms will be available on registration days and then on the Sunday mornings of nippers between 9.00am and 10.00am or by email southcoastuniforms@bigpond.com

FIRST AID EQUIPMENT

All required first aid equipment is provided by the club. First aid kits are located in the first aid room and on the beach during patrol times. The greatest challenge facing the club regarding first aid supplies is keeping them fully stocked at all times. When you use something, after the incident is concluded, please note it on the whiteboard in the first aid room, if you are unsure what the name of the item is just describe it as well as you can in your own words. Additionally if you notice something consumable, such as gloves etc. has run out (or better still near running out), note it on the board also. The supplies are reviewed periodically, but constant feedback from members is the only way we can prevent embarrassing or potentially dangerous situations arising due to a lack of equipment.

Physical and Mental Wellbeing

Maintaining your physical and mental health is a high priority in surf lifesaving. We encourage you to take preventative steps to limit your risk of health issues, particularly through regular exercise, monitoring your mental health and that of your friends and family, and reaching out to mental support services if required, and on the beach paying attention to dehydration risks and sun safety.

Club Gym

Woonona SLSC provides gym facilities for the health, strength and fitness training of its members. There is a wide range of fitness equipment available, and introduction sessions can be organised. The gym premises are located at the surf club's Nicholson Park facility, and are available for all active patrolling members.

For more information or access, please contact gym manager.

Counselling

SLSNSW has a Member Counselling Service Member counselling is available to all members who require support after a surf related incident. For more information, contact the Member Services Officer or see:

<http://www.surflifesaving.com.au/members/lifesaving/emergency-response>

SAFETY ON THE BEACH AND IN THE CLUB

WHS

An annual audit of the Club and its procedures is carried out prior the start of each season and monitored through the season. Our ongoing WHS procedures are designed to be as simple and practical as possible and rely on the vigilance of all our members. It depends on the placement of "Out of Service Tags" where appropriate and reporting these problems by logging them in the WHS Book and reporting to the appropriate Club Officer.

Out of Service Tags

The "Out of Service" tag is used to prevent the operation of machinery or equipment which is considered to be unsafe, operationally defective, and unserviceable or when continued use could result in further damage. **An "Out of Service" tag does not provide personal protection.**

Placing of Out of Service Tags

- An "Out of Service" tag should be placed on any piece of equipment by any person who considers it to be unsafe or unfit for use.
- The "Out of Service" tags are in the draw below the Microwave in the First Aid room.
- Persons attaching an "Out of Service" tag must notify a Director and the OH&S Officer when tags are placed, as soon as possible.
- Please fill out the log (in First Aid room near Patrol Log) when tags are used.

Removal of Out of Service Tags

- Out of Service" tags may only be removed by our OH&S Officer.
- Before any removal of an "Out of Service" tag the Club official shall ensure that the equipment is in proper working order and its operation will not cause further injury or damage.
- After removal of an "Out of Service" tag the tag is to be destroyed.

Dehydration

Dehydration poses a real risk to the health of lifesavers who are exposed to the elements for extended periods of time and who undertake strenuous activity (Heat Exhaustion and Heat Stroke). It is important to take in sufficient fluids during the course of a patrol. Research shows 8-10 glasses of water daily is normally sufficient but high heat, wind or activity can mean greater requirements.

Manual Handling

The risk of spinal and manual lifting type injuries can be greatly reduced by following the simple guidelines below:

- reduce the amount of twisting and stooping;
- avoid lifting from floor level or above shoulder height;
- where possible, reduce the carrying distances;
- avoid repetitive handling;
- vary the work allowing one group of muscles to relax while another is used;
- where possible, make the load lighter or less bulky;
- adjust your grip to find the load easier to grasp, more stable and less damaging to hold;
- remove obstructions to free your movement
- where possible, avoid steps & steep ramps.

Sun Safe Practices

The six S's of sun safety:

- SHADE – natural or man-made
- SLIP! – on a T-shirt
- SLOP! – on Sunscreen
- SLAP! – on a Hat
- SUNGLASSES – to Australian Standards
- SUNSHINE - awareness of times of the day especially around midday

FUND RAISING

Funds are always needed for a wide variety of purposes including repairing and improvement of our equipment, training aids and competition entry fees for our members. Therefore the committee needs your support to raise the necessary funds. This support can involve;

- bringing any sponsorship or fund raising opportunities you are aware of to the fund-raising subcommittee or management committee - you can be assured all ideas will be appreciated;
- attending as many of the social events held at the Club as possible, these have the dual purpose of raising much needed funds but also bringing the Club together, often celebrating the achievements of our colleagues;
- using the services of the sponsors of the Club - you will never be asked to pay more or accept a lesser quality service but give our sponsors an opportunity when you are purchasing goods and services.
- Make it known you are a member of Woonona SLSC, if it's easier just wear a club shirt etc – who knows, you might even get a better price!
- helping with fundraising activities like Appeal Days and raffles - these simple activities really make an enormous difference to the Club and the activities we can undertake and as always “many hands make light work”.

All of the fundraising events and a list of our sponsors can be found on the web page.

Social Activities

Woonona Surf Life Saving Club is a big friendly social club and we welcome all of you and hope to provide members, parents, relatives and friends the opportunity to be part of a large family group. Our social calendar is not yet finalised for this season but events are published in the Newsletter, on the website and via email or SMS. Madi Bow is the new Social Coordinator for this season and she would welcome assistance, so let her know if you can help.

Details of all social activities for the season are available in the Newsletter and on the Website.

WEB PAGE

The web page; www.woononaslsc.com.au is the best way of keeping in touch with Club activities including announcements, fundraising and useful information such as rosters, contact lists, dates and the like. Try and check it regularly!

MEMBER DEVELOPMENT

SLSNSW and SLSA host several development courses throughout the season open to all members. Woonona SLSC encourages our members to apply to attend these courses, and will provide financial support. The courses are as follows:

- 13/14s SLSNSW Junior Lifesaver of the Year
- 15-17 yrs SLSNSW Youth Opportunity Makers Workshop
- 18-25 yrs SLSNSW Youth Networking Development Camp
- 18-30 yrs SLSA National Youth Leadership College
- SLSA Leadership Masterclass

If you are interested in attending a course, please contact the Member Services Officer.

GRIEVANCES

If you have a grievance regarding any area of operation of the Club you are encouraged to make your feelings known to the appropriate person within the Club. Sometimes problems can arise when working in close proximity with other people, and especially when combined with the often-challenging aspects of working with the public. When problems occur they can significantly distract us from our primary responsibility which is why these problems should be resolved as soon as they are identified. Difficulties rarely clear up on their own and are often the result of a simple misunderstanding that can be and should be quickly resolved. If at all possible make an attempt to solve any problems you may have privately and calmly with the person involved. If you can't sort the matter out yourself you can approach Woonona SLSC Grievance Officer. He has been appointed as the central person for whom you can make your grievances known.

The grievance officer will;

- get full information from you about your grievance and what will sort it out as far as you are concerned
- decide whether the allegation is serious enough that, if proven, it would be a breach of discipline or other related policy
- explain how the grievance procedure works
- get the other side of the story from other parties
- decide how the grievance should be resolved (sorted out) and let everyone involved know.

DISCIPLINARY PROCEDURES

The Executive Committee may consider complaints against a member received in any manner (either verbal or written/supported or anonymous).

For specific disciplinary procedures see the Club Constitution. It should also be noted that a member has a right of appeal against certain sanctions (e.g. suspension of membership rights or expulsion from the Club.)