

# REGULATION 1: COMPLAINTS, DISPUTES & DISCIPLINE

## References:

- A: Golf SA Constitution & Regulations
- B: Golf Australia Member Protection Policy (MPP)  
[http://www.golf.org.au/site/\\_content/document/00017016-source.pdf](http://www.golf.org.au/site/_content/document/00017016-source.pdf)

## Preamble

The Golf SA Constitution – specifically Clause 7 Discipline and Clause 25 Dispute Resolution provide the basis for dealing with complaints, disputes and discipline matters. The Golf Australia Member Protection Policy (MPP) – specifically Part D Complaint Handling Procedures – provides the procedures to be followed.

Golf SA will deal with complaints, disputes and discipline matters at the lowest organisational level practical, using the Golf Australia MPP procedures as the basis for operating.

## Methods of Dealing

- i. If the complaint is referred to mediation, it will be conducted in accordance with Attachment D2 of the MPP or as agreed by the respondent and the mediation.
- ii. If the complaint is referred to a Disciplinary Committee/Tribunal, the hearing will be conducted according to the steps outlined in Attachment D4 of the MPP.
- iii. If the complaint is referred to the police or another external agency every endeavour to provide all reasonable assistance required will be made.

## Formal Mediation

A formal complaint may be dealt with by mediation through:

- i. State Sports Dispute Centre
- ii. Private Mediation Services
- iii. Golf Australia

## **Codes of Conduct**

Breaches of the Code of Conduct by Players/Caddies, Coaches, Administrators (Volunteers), Parents/Guardians/Spectators will be dealt with as a Discipline matter by any one of the following as appropriate:

- i. Club/District Match Committee (Appointed to the specific event)
- ii. Golf SA Match Committee
- iii. Judiciary Committee or Tribunal (Appointed by Golf SA - this may include the Participant's Home Club)
- iv. The Golf SA Board; or
- v. Referred to Golf Australia (if the matter is deemed serious enough)

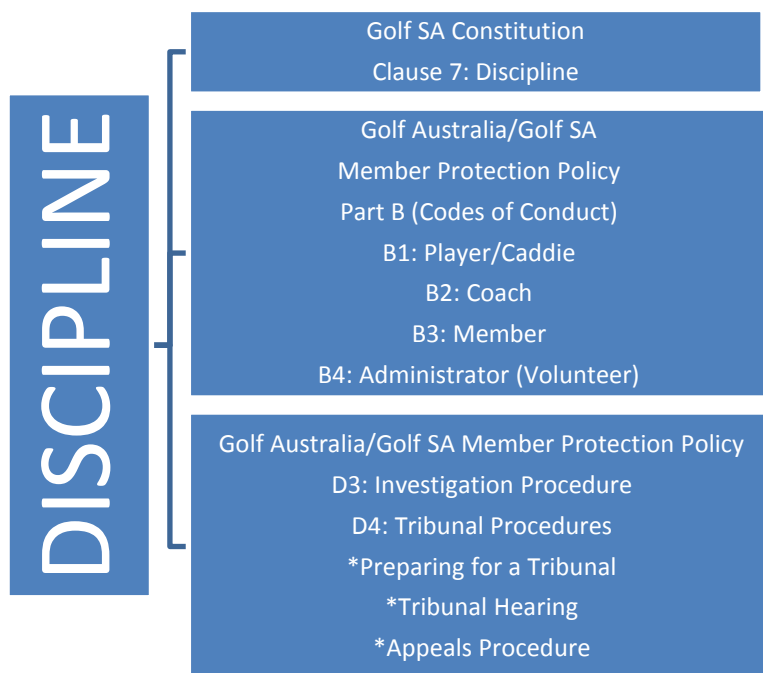
## **Child Protection**

Any issues relating to Child Protection will be referred to the relevant State Government authority under the appropriate legislative requirements including Mandated Reporting to which Golf SA is subject. This includes:

- i. SAPOL
- ii. Families SA (Mandatory Notification)
- iii. Office for Recreation & Sport
- iv. Golf Australia

***End***

**Figure 1: Discipline Flow Chart**



**Figure 2: Complaints Flow Chart**

