

## WSRC Managing Disputes & Breaches of Codes of Conduct

WSRC aims to resolve disputes or breaches of the Codes of Conduct in a way which is understandable, fair and respectful to all concerned. The following procedure is provided as guidance for the Club Manager, Chairperson, Board of Directors and club members.

### Informal discussion

Wherever possible and appropriate, minor disputes or breaches of the Codes of Conduct should be dealt with informally by the Club Manager and/or Chairperson with the intent of resolving them without need for further action. These might include matters such as unwillfully offending someone or not wearing appropriate footwear on court. However, if further breaches continue, it may be necessary to take more formal steps.

### Formal warning

Where informal action has not been effective or the breach is of a more serious nature, such as wilfully disregarding membership rules or non-payment of membership, the following formal action should be taken. The Club Manager and Chairperson should discuss the issue and agree that formal action is required. In some cases, it may be helpful and appropriate to consult with the Board of Directors. A written warning by email and/or letter should be sent outlining the issue and informing the club member(s) that their membership may be terminated in the event of a further breach occurring.

### Termination of membership

In some cases, following a full discussion between the Club Manager, Chairperson and Board of Directors, suspension or termination of membership may be required. This might include conduct which is likely to bring the club or sport into disrepute, where a safeguarding incident or criminal offence has taken place or non-compliance with the provisions of the memorandum and articles of the company. In these cases or where continual breaches have occurred following a formal warning, the club member may be requested to resign within 2 weeks or in respect of a safeguarding issue with immediate effect. Where the member does not resign within 2 weeks, membership may be terminated on agreement of the Board of Directors. The member should be sent a written email and/or letter outlining the issue and explaining the reasons why their membership has been suspended or terminated. All sums paid by the member will be forfeited, unless otherwise agreed by the Board of Directors.

Members have a right of appeal by giving written notice to the club secretary within 10 days of being notified of their termination. In this instance, a meeting will be convened within 14 days to decide if the member can be reinstated.

## **Safeguarding issues and junior members**

WSRC has a comprehensive policy and procedure which should be adhered to where issues are of a safeguarding concern. In these cases, the Welfare Officer should be informed and involved whenever possible. Equally, where a breach of the Code of Conduct concerns a junior, parents or carers must be informed and involved in the process.

## **WSRC Coaches, Manager and Board**