



## DELL QUAY SAILING CLUB

### CONDUCT, COMPLAINTS and DISCIPLINE POLICY

Date	Reviewed/Amended
July 2019	

#### 1. Conduct

- a. DQSC members expect high standards of courtesy and sportsmanship from its members and visitors and that an atmosphere of social tolerance will exist between all members and visitors.
- b. All members of DQSC are expected to comply with its Articles, Bye Laws, Codes of Conduct, Policies and Rules. Copies are available on the DQSC website.
- c. In addition, members are expected to comply with any rules and policies applicable to particular activities, for example RYA Racing Charter, RYA Instructor Code of Conduct as identified in the Reference documents below. This is not an exhaustive list but are some of the key ones.
- d. Examples of the types of behaviour which are likely to breach the requirements set out above appear in the appendix to this policy.

#### 2. Complaints

- a. **DQSC Facilities or Organised Events.** If a member is unhappy with any aspect of the DQSC facilities or organised Events they should, in the first instance, discuss their concern with the relevant committee's Flag Officer, or for the DQSC RYA Training Centre, with the Chief Instructor, Principal or Senior Instructor for the course at the time.
- b. **Conduct.** If a member feels there has been a breach of DQSC's high standards of courtesy and tolerance or have a dispute with another member, they should, in the first instance, discuss their concern with the relevant committee's Flag Officer.
- c. It may be necessary for the Flag Officer to undertake their own enquiries, including speaking with other Members, in order to appraise themselves of all the facts.
- d. While every effort should be made to resolve the matter to the Member's satisfaction it is acknowledged that this is not always possible.
- e. If the Member is not satisfied with the Flag Officer's suggestions to resolve the Member's concern then a Formal Complaint, in writing, should be submitted to the Hon Secretary for discussion and appropriate actions at the next General Committee Meeting.
- f. The Member making the Complaint may be asked to attend the General Committee meeting to clarify any points required by the General Committee and to hear the decision of the General Committee regarding the complaint.



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- g. The Member making the complaint will be sent a record of the General Committees decision.
3. The disciplinary procedures for breach of a member's obligations are set out in the Articles and Bye laws of DQSC, copies of which are available on its website.

### **Reference Documents**

DQSC Equality and Diversity Policy

DQSC Ltd. Articles of Association Article 3.1.2

Equality Act 2010

DQSC Safeguarding Children Policy

RYA Instructor Code of Conduct, Coach Code of Ethics and Conduct, Youth Racing and Anti-Bullying Policy, Code of Conduct for Junior Sailing

RYA Racing Charter

Chichester Harbour Code of Conduct for Racing



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### Appendix to Conduct, complaints and discipline policy

Examples of types of conduct likely to breach Section 1 (Conduct)

1. **Unwanted physical contact** – unnecessary touching, insulting or abusive behaviour or gestures, physical threats or assault.
2. **Unwanted verbal conduct** – unwelcome advances, propositions or remarks, bad comments, jokes, banter or offensive/abusive language and aggressive verbal threats.
3. **Unwanted non-verbal conduct** – racially or sexually based graffiti referring to an individual's characteristics or private life, abusive or offensive gestures, display of pornographic or suggestive materials including via e-mail and/or other social media.
4. **Bullying** – personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate, demean or undermine an individual and personal abuse either in public or private.
5. **Unlawful Victimisation** – treating an individual less favourably than others are, or would be, treated in the same or similar circumstances because they have made a complaint or allegation of discrimination, or have acted as a witness or informant in connection with proceedings under discrimination legislation.
6. **Direct/Indirect Discrimination** – less favourable treatment on the grounds of a particular persuasion or characteristic.
7. **Property damage/theft** - Interference with DQSC or another member's belongings or property without permission including theft or embezzlement of DQSC or an individual's monetary or material property.