

GOOSE VALLEY GOLF CLUB

CODE OF CONDUCT & DISCIPLINARY PROCEDURES

Turtle Creek Golf Estate (Pty) Ltd, (TCGE, the management company of the golf course), together with the Committee have developed procedures and protocols to ensure the smooth running of the Club.

The running of the Club is primarily subject to the Management Agreement and secondly to the Memorandum of Understanding, however, to ensure the effective and efficient running of the golf operations and events it has been necessary to publish guidelines regarding all aspects of the Club.

Revision of such guidelines takes place in the light of experience and as a result of feedback from members. This document is a guide to members which summarizes the Club's expectations of its members' and that of their guests and details the procedures to be followed by a member making a complaint.

The guide also outlines the process Goose Valley Golf Club will follow in dealing with complaints.

A. OVERVIEW

This code of conduct is designed in light of experience to enhance the values of our Club and to ensure that all members, their guests and visitors enjoy the game of golf in a pleasant, family friendly environment.

The Club promotes the values of:

- *Integrity*
- *Honesty*
- *Respect and*
- *Fairness*

This code applies to all members of Goose Valley Golf Club.

B. DEFINITIONS

1. **Complaint:** an expression of dissatisfaction of a member, either orally or in writing, that requires, in their sole discretion, a response from TCGE
2. **Misconduct:** for the purposes of this Code, is the improper interference, in the broadest sense, with the proper functioning or activities of the Club, its members, visitors or employees

Subject to the general definition above, the following shall, inter alia, constitute misconduct:

- i) Disruption of, or improper interference with the administrative, sporting, social or other activities of the club, whether on club premises or elsewhere
- ii) Obstruction of or improper interference with the functions, duties or activities of any fellow member, member of staff or other employee of the club or any visitor
- iii) Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on club premises or engaged in any club activity
- iv) Fraud, theft, deceit, deception or dishonesty in relation to the club or its staff or in connection with holding any office in the club or in relation to being a member of the Club

- v) Behaviour likely to cause injury or impair safety on club premises
- vi) Sexual, racial, gender or any other form of personal harassment of any fellow member, member of staff or other employee of the club or any visitor
- vii) The use of any unfair means in competition
- viii) Damage to or defacement of club property, the property of other club members caused intentionally or recklessly, or the misappropriation or misuse of such property. Misuse or unauthorised use of club premises or items of property, including inappropriate use of personal devices
- ix) Conduct which constitutes a criminal offence where that conduct takes place on club premises, or affects or concerns other members of the club or members of the public, or
- x) itself constitutes misconduct within the terms of this code, or
- xi) is an offence of dishonesty, where the member holds an office of responsibility in the club
- xii) Conduct, which contravenes a previously imposed penalty, requirement or undertaking under this code

C. DISCIPLINARY PROCEDURES

1. TCGE (together with the Committee, when requested), will deal with all club disciplinary matters as well as with any complaint about the misconduct of a member of the Club at another affiliated golf club in the same manner as if the offending conduct had occurred at Goose Valley
2. A sub-committee may be formed to consider a complaint within the competency of the Committee
3. **All matters which breach this code of conduct shall be processed as follows:**
 - i) TCGE after receiving a complaint, may decide that the complaint does not raise a serious enough issue to warrant further investigation and a hearing. The complainant will so be advised
 - ii) If TCGE having considered the alleged complaint is of the view that the complaint is of serious enough nature to investigate further, it shall cause to obtain written statements from the complainant and any other witnesses or person who may have knowledge about the incident
 - iii) After receipt of written statements, TCGE will then decide to either conduct an enquiry where parties involved will be called upon to attend a hearing to discuss what transpired or to conduct a disciplinary hearing
 - iv) If an enquiry is called for and convened then TCGE, in its sole discretion, may decide to finalise the matter there and then, provided that apart from a reprimand no further sanction may be imposed unless a party agrees thereto. If it appears that the matter is more serious than anticipated, TCGE can refer the matter for a disciplinary hearing.
 - v) If TCGE decides to conduct a disciplinary hearing it will inform the person implicated when and where the hearing will be held and inform him or her in writing of the allegations. The implicated person will be informed that he or she has the right to call witnesses and to cross-examine witnesses called on behalf of the club.

- vi) No action will be taken where reports of an incident are over-heard and commented on casually
GVHOA to be consulted should the person implicated be a Homeowner Member

4. The following procedure must be followed by a member laying a complaint:

- i) Report the incident as soon as possible to a member of management or to a Club Committee member
- ii) Put the complaint in writing and forward it to the club manager or golf professional
- iii) The complainant must avail himself or herself to provide oral evidence at a disciplinary hearing and be cross examined or to take part in a general discussion at an enquiry
- iv) Abstain from confronting the alleged wrongdoer
- v) Written complaint (including email) must be sent to the General Manager, Golf Professional or Club Captain no later than 10 days after the incident which is the subject of the complaint. If the complaint directly involves these individuals, the complaint should be addressed to the Managing Director of TCGE
- vi) Once the complaints' procedure is initiated as a result of any of the above, the following procedure will apply: The member will be notified in writing of the complaint against him/her. A copy of the complaint will be enclosed. The member will be given at least 7 days' notice to attend the meeting for the purpose of responding to the complaint
- vii) Failure by the member to attend this meeting, without good cause, will result in immediate sanction
- viii) In the event that the complaint is challenged, the matter will be fully investigated
- ix) All parties to the complaint and relevant witnesses may be interviewed, if deemed necessary
- x) Having considered all the facts, TCGE will decide whether or not to uphold the complaint. If the complaint is upheld TCGE will decide what sanction is appropriate. In the case of a complaint being referred to a sub-committee, its findings will be considered by TCGE in reaching its decision. The details of the decision will be recorded and minuted
- xi) The member will be informed of TCGE's decision in writing within 7 days
- xii) The member may appeal the decision in writing to the Club Captain, Golf Pro or General Manager within 10 days of receipt of the decision
- xiii) The appeal will then be referred to the Disciplinary Appeals Committee
- xiv) The Disciplinary Appeals Committee will consist of the MD of TCGE and three members of the club who are not members of the Club Committee. The Disciplinary Appeals Committee must meet within 7 days of receipt of the appeal. Its deliberations will include consideration of all the facts already presented, any new evidence that may be relevant and may include recalling witnesses
- xv) The Disciplinary Appeals Committee must present its findings in writing within 7 days of reaching their decision. The decision of the Disciplinary Appeals Committee will be final

D. SANCTIONS

Any one or more of the following penalties may be imposed for a breach of the Club's Code of Conduct as outlined in this document:

- i) A reprimand
- ii) A written warning as to future conduct
- iii) Suspension from membership of the Club and its activities for a determined period
- iv) Proposal to the SCGU to suspend handicap
- v) A requirement from TCGE that the member gives an undertaking as to future conduct in such terms and containing such conditions as TCGE may prescribe. A breach of this undertaking will constitute misconduct
- vi) In the case of a complaint of cheating the member will be disqualified from the competition and any prize received must be returned
- vii) Exclusion for a stated period or permanently from any part of the golf course or from the use of all of the facilities of the club
- viii) Expulsion from Goose Valley Golf Club and all its activities
- ix) Such other penalties as determined from time to time by TCGE including but not limited to suspension from the club or suspension of handicap