



WHITTLEY Club Queensland: CODE OF CONDUCT

General Code of Conduct:

Whittley Club Queensland is committed to fairness, equity, and good sportsmanship in all its activities. Whittley Club Queensland aims to provide the best possible environment in which its members can participate and enjoy boating activities with their Whittley boats. The Code of Conduct is designed to ensure that appropriate behaviour remains the norm for all persons associated with Whittley Queensland.

This document shall be known as the Whittley Queensland Code of Conduct (The Code).

The Code governs the conduct of all persons associated with Whittley Club Queensland and those who may from time to time be a members of, or associated with Whittley Club Queensland events and activities.

Whittley Club Queensland endorses the following code of conduct for all members. You should meet the following standard of conduct:

- Respect the rights, dignity, and worth of others.
- Be fair, considerate, and honest in all dealing with others.
- Be professional in, and accept responsibility for, your actions.
- Be aware of, and maintain an uncompromising adherence to Whittley Club Queensland standards, rules, regulations, and policies.
- Do not misuse funds or property of Whittley Club Queensland or its members.
- Operate within the rules and guidelines of the Whittley Club Queensland club.
- Do not use your involvement with Whittley Club Queensland to promote your own beliefs, behaviours or practices where these are inconsistent with those of the Relevant Organisation.
- Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
- Refrain from any form of harassment or bullying of others.
- Refrain from any behaviour that may bring Whittley Club Queensland into disrepute.
- Provide a safe environment for the conduct of all club activities.
- Show concern and caution towards others who may be sick or injured.
- Be a positive role model, recognising we are a family orientated club where children may be present
- Understand the repercussions if you breach, or are aware of any breaches of, the Whittley Club Queensland Code of Conduct.

Members who feel they have been victims of any breaches of the Whittley Club Queensland code of conduct are invited to raise the issue with the Code of Conduct Committee member in confidence. The Whittley Code of Conduct Committee member will attempt to resolve the issue at their discretion and agreement with the member, but failing to do so will refer the issue to the Committee for resolution.

Complaints / Dispute Resolution Procedure

The process for managing a member dispute or complaint is as follows:

- A complaint can be made to any member of the Management Committee of the Club.
- The complaint must be in writing. (If the complaint is serious enough to warrant consideration under this procedure, then it is reasonable that a written complaint be required.)
- The complaint will be handled fairly and based on the principles of natural justice. Natural justice means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.
- There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.
- The complaint will be handled confidentially. The person managing the complaint will be independent and impartial of the complaint and any other parties involved. This may be the Commodore or another member of the Management Committee.
- All parties to a complaint have the option of nominating a support person to be present during any discussions.

The complaint will be dealt with as a matter of priority following these steps:

- The person managing the complaint will discuss the issue with the complainant within 72 hours following the first business day after receipt of the complaint.
- If the complainant wants to remain anonymous, the person managing the complaint must determine whether they have sufficient evidence to proceed with an investigation or whether there is justification for withholding the complainant's identity.
- Advise the complainants that because of the nature of some complaints, that there must be a degree of particularity which clearly identifies on a time and date basis, at the very least, the nature of the dispute including any individuals involved.
- Advise the complainants that, if that is the case, they need to decide whether they want the matter dealt with, or retain their anonymity which could result in the matter being closed with no further action taken by the Club

If the complainants want the matter dealt with,

Have the secretary or a suitable member of the committee write to the subjects of the complaints with sufficient details of the complaint to allow them to make a full and fair response

- Statements from witnesses and any other relevant evidence will be collected.
- This part of the complaint process will be completed within 14 days.
- A report documenting the investigation process, the evidence, findings, and recommendations will be prepared and submitted to the Management Committee.
- The Management Committee will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- Parties to the complaint will be advised about any action to be taken in relation to them.
- Advise the complainant that the matter has been fully investigated and if appropriate what actions have been taken to avoid a recurrence.

- Do not disclose details of what, if any, disciplinary actions were taken.
- Advise the person who is the subject of the complaint about any action to be taken against them.

If the outcome is not acceptable to the parties;

- An appeal can be made within 3 working days to the Commodore to review the complaint and outcome.
- The Commodore will implement the recommended actions.
- The Management Committee Members will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
- The Club will review this procedure every two years.

Signed : _____Jon Heales_____

Date : 18/9/2022

Commodore, Whittley Club Qld