



DUMBARTON CURLING CLUB

(Instituted 1815)

COMPLAINTS & DISCIPLINARY PROCEDURES

Dumbarton Curling Club is an equal opportunities Club.





TABLE OF CONTENTS

DOCUMENT CHANGE LOG	1
1 – INTRODUCTION	2
2 – COMPLAINTS PROCEDURE	2
Stage 1 – Initial Complaint.....	2
Stage 2 – Formal Review.....	2
Stage 3 – Final Appeal	3
3 – DISCIPLINE PROCEDURE TEMPLATE	3
4 – POSSIBLE SANCTIONS	3
5 – LEVELS OF DISCIPLINARY ACTION	4
6 – SANCTION MATRIX	4
7 – CONTACT INFORMATION	4

Document Change Log

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1 – Introduction

Curling Club, hereafter referred to as the Club, aims to provide the highest possible experience to our members and volunteers.

We recognise that there may be occasions where members, volunteers, or others may have a grievance or complaint regarding the club, its members, or its volunteers. When this happens, the Club believes it is important to resolve any issues quickly, fairly, and transparently.

2 – Complaints Procedure

Stage 1 – Initial Complaint

Any complaint or concern should be made either in person, via email, telephone, or in writing to the Committee of the Club. The Committee is best placed to deal with and resolve complaints quickly and informally.

If the complaint involves the President, you should direct it to the Club Secretary at secretary@dumbartoncurling.club.

The timescales for dealing with the complaint is as follows:

- Acknowledgement: Within 7 working days
- Outcome: Within 21 working days

If you are dissatisfied with the outcome at this stage, you may proceed to Stage 2.

Stage 2 – Formal Review

Complaints escalated to Stage 2 will be acknowledged within 7 working days. A full outcome will be communicated within 21 working days unless more time is needed, in which case you will be informed of the expected timeframe.

An impartial Investigating Officer, who will be a Committee member not previously involved, will lead the review. This process may include:

- Gathering statements
- Consulting club policies and procedures
- Seeking advice from relevant experts

A formal, written response will be issued at the end of this process.

If you are still not satisfied, you may escalate to Stage 3.





Stage 3 – Final Appeal

This is the final step in the complaints process. The complaint should be submitted to the President of the club.

The President will:

- Review all documentation
- Assess the process followed in Stages 1 and 2
- Issue a final written response

Due to the complexity and seriousness of Stage 3 complaints, timescales may vary. While we aim to resolve issues efficiently, each case may require a tailored approach.

3 – Discipline procedure Template

As an established club, Dumbarton Curling Club is committed to fostering a welcoming, inclusive, and respectful environment. To maintain these standards, the club has rules in place and reserves the right to enforce disciplinary action when necessary.

Disciplinary action may be taken when an individual breaches the club's rules, behaves inappropriately, or brings the club into disrepute.

When determining the level of sanction, previous case history and the nature of the breach will be considered

4 – Possible Sanctions

Examples of disciplinary sanctions include:

- Written warnings
- Required changes to conduct or practices
- Amendments to club rules
- Attendance at training or retraining
- Written apologies
- Suspension from club activities
- Removal from competitions

When imposing a suspension, the club will clearly define:

- What the individual is suspended from
- The exact start and end dates of the suspension





Sanctions may consider mitigating factors or admissions of guilt. Any interim suspensions may also influence the final sanction's duration.

All sanctions will be recorded and retained for a specified period. After this period, the record will be securely destroyed and will not be cited in the future.

5 – Levels of Disciplinary Action

Level	Example Situations
A	Minor breach of rules, disrespectful behaviour, inappropriate language, or poor practice (including via social media)
B	Misconduct involving a deliberate act likely to harm the club's reputation or display of poor sportsmanship
C	Gross misconduct, including deliberate actions causing harm to individuals or property

6 – Sanction Matrix

Level	1 st offence	2 nd offence	3 rd offence
A	Warning	Final warning	Suspension
B	Final warning	Suspension	
C	Suspension		

7 – Contact Information

For any questions or concerns regarding this policy, please contact the Club's secretary at the following email address: secretary@dumbartoncurling.Club.

