



# IGC MEMBER CODE OF CONDUCT POLICY

## Policy Statement

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IGC is committed to providing a safe, friendly and respectful place for members, visitors and staff to gather in the spirit of co-operation, relaxation, goodwill, fun and friendly competition and entertainment.

IGC recognises that the behaviour of members or their guests could have a significant impact on IGC's reputation and the golf and club experience of others. Accordingly, IGC will not tolerate or condone inappropriate behaviour by members or their guests.

IGC has a legislative responsibility to provide a safe and healthy workplace for IGC staff and contractors. There is no tolerance for abusive behaviour by members or their guests towards any IGC staff member or contractor.

IGC members are responsible for the behaviour of their guests whilst at IGC or a Reciprocal Club and are subject to the procedures under this Code if their member guest is found to breach this Code.

The Code of Conduct at a Reciprocal Club shall, in case of variation from the IGC Member Code of Conduct, apply. If the Reciprocal Club does not have a formal Code of Conduct policy, the IGC Member Code of Conduct applies. A member who breaches IGC's Code of Conduct or the code of conduct in place at a Reciprocal Club, while at a Reciprocal Club, may also face disciplinary proceedings conducted by IGC relating to the same incident.



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## Introduction

### 1. Background

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The Constitution of Indooroopilly Golf Club gives the Board powers to determine and manage all aspects of member conduct including the imposition of penalties for breaches of the conduct requirements of IGC.

Where there is any inconsistency between this Code and the Constitution the provisions of the Constitution will take precedence.

IGC takes pride in its members, facilities and broad golf community involvement.

The purpose of this Code is to clarify expectations of the Club and its members and to detail the consequences of members failing to meet those expectations.

### 2. Definitions and Interpretation

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|                |                                                                                                                                                                                                                               |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| accused member | means the member accused of conduct and/or behaviour that is a breach of this Code.                                                                                                                                           |
| applicant      | means a person applying for membership of IGC.                                                                                                                                                                                |
| Board          | means the Board of Directors of IGC.                                                                                                                                                                                          |
| Captain        | means the Club Captain of IGC                                                                                                                                                                                                 |
| CEO            | means the Chief Executive Officer of IGC                                                                                                                                                                                      |
| Club           | means the Indooroopilly Golf Club                                                                                                                                                                                             |
| Code           | means this IGC Member Code of Conduct Policy                                                                                                                                                                                  |
| competition    | means a sanctioned IGC golf event organised or managed by IGC, (including associated casual dining and refreshment), at IGC and any IGC event that may be conducted at an alternative venue or an event at a Reciprocal Club. |
| complaint      | means a complaint by any person alleging conduct or behaviour by a member or a member guest that is a breach of this Code.                                                                                                    |
| Constitution   | means the Constitution of IGC as amended from time to time and approved by members.                                                                                                                                           |



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|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disciplinary Panel    | is a group of suitable people, appointed by the Board under this Code, who will convene to consider, hear and make recommendations to the Board in relation to a member conduct or behaviour report referred to a Disciplinary Panel under this Code. |
| GOM                   | means the Golf Operations Manager of IGC.                                                                                                                                                                                                             |
| IGC                   | means the Indooroopilly Golf Club                                                                                                                                                                                                                     |
| IGC staff             | means all employees of IGC, whether they be full-time, part-time, or contractors                                                                                                                                                                      |
| Investigating Officer | means a person appointed to investigate a complaint under clause 13.                                                                                                                                                                                  |
| Local Rules           | means all local golf rules published from time to time by IGC.                                                                                                                                                                                        |
| member                | means a member of IGC in any category of membership, unless it is clear from the context that another type of member is being referred to.                                                                                                            |
| member guest          | means a person invited to IGC or a Reciprocal Club by an IGC member.                                                                                                                                                                                  |
| Office Bearer         | means any person holding the positions of President, Vice President, Captain or Treasurer.                                                                                                                                                            |
| Policy                | all IGC Policies, Guidelines and Rules approved in accordance with the Constitution and published on the IGC website.                                                                                                                                 |
| President             | means the Club President of IGC.                                                                                                                                                                                                                      |
| proposer              | means a person supporting an application of membership of IGC as a proposer.                                                                                                                                                                          |
| Reciprocal Club       | means a club with which IGC has a reciprocal access arrangement in place.                                                                                                                                                                             |
| referee               | means a person supporting an application of membership of IGC as a referee.                                                                                                                                                                           |
| Rules of Golf         | means the rules of golf published from time to time by The Royal and Ancient and the United States Golf Association.                                                                                                                                  |



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|--------------|-----------------------------------------------------------------------------------------------------------------|
| Social Event | means an IGC managed social activity, including casual dining and refreshments, both at IGC and at other venues |
| Treasurer    | means the Treasurer of IGC.                                                                                     |

## Member Personal Conduct and Behaviour Responsibilities

### 3. Standard of behaviour

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- 3.1** In accordance with the Constitution and this Code, members and members guests are expected to:
- demonstrate respect for other members, visitors, IGC staff, spectators, IGC officials and all others by exhibiting decorum consistent with the expectations of a civil person;
  - observe the Club's Policies on behaviour and conduct at all times and in all things whilst at IGC or a Reciprocal Club or representing IGC (e.g. Pennants games, or functions/events);
  - comply with and observe each IGC Policy and the equivalent policies of our Reciprocal Clubs when visiting those Reciprocal Clubs;
  - comply with and observe the Rules of Golf and all Local Rules; and
  - comply with and observe all relevant laws, regulations and directions issued under Australian law.
- 3.2** Actions that are specific breaches of this Code of Conduct have been categorised as follows:
- Grade 1 breach
    - Failure to demonstrate fair play and courtesy on the course, for example:
      - Unsporting behaviour,
      - Poor golf etiquette,
    - Failure to show respect to fellow members or IGC staff or officials on the course,
    - Failure to warn players in other groups of stray shots.
    - Misuse of golf equipment, for example:
      - Damaging trees or any other part of the course with golf equipment,
      - Throwing clubs in anger,
      - Hitting golf balls in anger.



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- e. Persistent failure to adhere to the Club's Pace of Play Policy and Guidelines, for example:
  - Failing to keep up with the group in front,
  - If no group in front, exceeding maximum round time for each course.
- f. Failure to adhere to the Club's Dress Standards Policy.
- g. Failure to adhere to the Club's Course Care Policy and Guidelines, for example:
  - Not carrying a sand bucket and filling divots,
  - Not repairing pitch marks,
  - Not raking bunkers and leaving rakes appropriately in bunkers.
- h. Failure to adhere to the Club's Rules for the Use of Motorised Carts, for example:
  - Driving dangerously,
  - Driving when not authorised to do so,
  - Driving inside painted lines around greens,
  - Driving on teeing areas,
  - Driving inside any roped off/construction/repair area.
- i. Failure to adhere to the Club's Rules for Smoking on the Golf Course.
- j. Failure to adhere to the Club's Rules for Use of the Practice Facilities.
- k. Failure to adhere to the Club's Rules for the Use of Mobiles Phones on the Golf Course.
- l. Failure to adhere to the Club's processes and rules for booking, checking in and payments for golf, for example:
  - Failing to check-in personally (and failing to ensure ensure that members guests check in personally) at the Golf Shop prior to commencing play of any kind,
  - Playing golf without a booking,
  - Playing golf on any part of the course that is closed to play for any reason,
  - Commencing play at a time other than the time of a player's booking,
  - Playing or practicing golf at a time when not authorised to do so in accordance with the member's membership category,
  - Persistent failure to play when a tee time has been booked,



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- Failing to register a guest and ensure that the guest has paid green fees,
- Registering a guest under a member's name in any form of play.
- m. Failing to observe on-course rules or policies when playing at a Reciprocal Club.
- n. Other on course incidents not mentioned above that are deemed to be of a minor nature.
- 2. Unpaid and overdue accounts
  - a. Failure to pay an account in accordance with invoices issued by the Club and the Club's account policy.
- 3. Grade 2 breach
  - a. Serious Misconduct as defined by the Rules of Golf.
  - b. Swearing, or using abusive, threatening or derogatory language or gestures, directed at other members, Club officials, guests of members or IGC staff or contractors.
  - c. Physical violence towards any other person.
  - d. Abuse of IGC assets or facilities.
  - e. Failing to carry out reasonable directions given by the CEO, Golf Operations staff (including a course marshal), Course staff or an IGC official.
  - f. Engaging in any form of discrimination based on race, religion, ability/disability, sexual orientation or personal beliefs.
  - g. Engaging in harassment, sexual or otherwise, in any form.
  - h. Conducting illegal activities at IGC.
  - i. Use of illicit drugs at any IGC golf or Social Event.
  - j. Denigrating the Club in any way, shape or form either in person, through the media or through any form of social media.
  - k. Any other personal conduct that may be considered detrimental to the best interests of the game, fellow members or IGC.
  - l. Dangerous play, for example:
    - Hitting up on group or player in front,
    - Hitting towards another player.
  - m. Failing to disclose to the Club, relevant information relating to a membership application process, either in an interview or written documents, by an applicant, proposer or referee.



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- n. Any Grade 1 breach committed by a member who has served a period of suspended or amended Playing Privileges under Clause 4.3.1 of the Constitution within the previous two years,
- o. Any failure to pay an account in accordance with invoices issued by the Club and the Club's account policy by a member who has served a period of suspended Member Privileges under Clause 4.4.1 of the Constitution within the previous two years.
- p. Any other behaviour or action not contemplated by the above that is deemed to be of a serious nature.

## **4. Offences**

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- 4.1 A member is in breach of this Code if the member or their guest fails to comply with section 3 or engages in behaviour which is likely to discredit the Club.
- 4.2 A member is also in breach of this Code if the member or their guest fails to comply with any element of a Reciprocal Club's equivalent Code of Conduct while at that Reciprocal Club.

## **Penalties and Appeals**

### **5. Penalties**

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- 5.1 Penalties imposed under this Code are subject to the provisions of section 4 of the Constitution.
- 5.2 If a member is found to have committed a Grade 1 breach, then:
  - The Captain and the Golf Operations Manager have the power to amend or suspend the Playing Privileges of any member for a period up to sixty days, which may include, but is not limited to:
    - o Loss of all playing privileges,
    - o Suspension from playing in competitions,
    - o Loss of specific tee time booking rights,
    - o Limitations on playing partners,
    - o Loss of the right to use Motorised Golf Carts,
    - o subject to clause 4.3.1 of the Constitution.
- 5.3 If a member fails to pay their account in accordance with invoices issued by the Club and the Club's account policy, then the Treasurer and the Chief Executive Officer have the power to amend or suspend all Member Privileges subject to clause 4.4.1 of the Constitution until such time as the members any outstanding amounts.



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- 5.4 If a complaint against a member under this Code is proven for a Grade 2 breach, then subject to clauses 4.8 and 4.9 of the Constitution, any penalty to be considered by the Board may include, but is not limited to, the following:
- Suspension of the member's playing rights and access to IGC facilities during the suspension period.
  - Cancellation of any concessional membership arrangements that may have been extended to the member.
  - Disqualification from an event or competition.
  - Loss of other member privileges.
  - Severe reprimand and/or imposition of a suspended penalty for a specific period.
  - Termination of a member's membership.
- 5.5 The Board, may after determining if there has been a breach of this Code, have regard to any previous breaches of this Code in determining the penalty to be imposed for any subsequent breach of this Code.
- 5.6 The Board and the CEO will seek to afford procedural fairness to all parties in their determination of any complaint made under this Code and communicate the outcome of all processes under this Code to all relevant parties.

## **6. Appeals**

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- 6.1 A member may appeal the Decision of the:
- a. Captain and the Golf Operations Manager under clause 4.3 of the Constitution; or
  - b. Treasurer and the Chief Executive Officer under clause 4.4 of the Constitution,
- which affects Member Privileges or Player Privileges of greater than 14 days by written notice to the Board within 7 days of receipt of the Decision outlining the grounds of appeal.
- 6.2 There is no appeal against a Decision to suspend for a period of 14 days or less..
- 6.3 If an appeal is lodged, then the Board will adopt such process as it sees fit to promptly deal with the appeal and the Decision applies pending the outcome of the Appeal.



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## Identifying Potential Code Breaches

### 7. Pace of play

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- 7.1 Potential Code Breaches relating to breaches of the pace of play policies may be identified by IGC staff through on course observation or monitoring of pace of play data.

### 8. Unpaid and overdue accounts

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- 8.1 Potential Code Breaches relating to unpaid and overdue accounts may be identified by IGC staff.

### 9. Complaints

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- 9.1 Other Potential Code Breaches may be identified in Complaints which can be received by the CEO, Golf Operations Manager (GOM), and/or Captain.
- 9.2 Complaints must be received in writing. If a complaint is received orally, the complainant should be asked to put the specific complaint in writing.
- 9.3 Upon receipt of a written complaint, the CEO, GOM, and Captain will consult with each other and agree whether the complaint pertains to a Grade 1 or Grade 2 breach. If:
- It is determined that the complaint pertains to a Grade 1 breach, then clause 10 below will apply.
  - It is determined that the complaint pertains to a Grade 2 breach, then clause 11 below will apply.
- 9.4 If:
- a complaint is made by or concerning an IGC Office Bearer or IGC staff member who have responsibilities under this Code, or
  - an IGC Office Bearer or IGC staff member who have responsibilities under this Code have a conflict of interest in relation to any potential breach, the Board may appoint a third party to action any such complaint in accordance with the Code.
- 9.5 If appointed, that third party will possess the powers and undertake the actions assigned to the IGC Office Bearer or IGC staff member to address the complaint under the Code.



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## Processes for Handling of Potential Breaches

### 10. Grade 1 breach handling process

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- 10.1** For complaints received for potential breaches under clause 4.3.1 of the Constitution (including for persistent or serious pace of play breaches identified by IGC staff):
- a. the GOM or Captain will contact the accused member and advise them that a complaint has been received concerning a Grade 1 breach of the Member Code of Conduct and will discuss the nature of the complaint and ask for the accused member's response to the complaint.
  - b. The GOM and Captain will consult and determine whether the complaint should be dismissed or requires action.
  - c. Should it be determined that the complaint can be dismissed, the recipient of the complaint will advise both the complainant and the accused member of this determination in writing as soon as practicable.
  - d. Should it be determined that the complaint warrants action, the GOM and Captain will consult and undertake the appropriate action which may include one of the following:
    - For a first Grade 1 breach, the member may receive a verbal warning from the GOM or Captain, and this warning will be noted on the member's file.
    - For a second Grade 1 breach by the same member, the GOM or Captain may issue a written warning with advice that any further breaches will result in amendment or suspension of the member's Playing Privileges for a period up to sixty days. The written warning will be noted on the member's file.
    - For a subsequent Grade 1 breach or, as deemed appropriate by the GOM and Captain for a first Grade 1 breach, the GOM and Captain will jointly decide on the penalty to be imposed which may include amendment or suspension of the member's Playing Privileges for a period up to sixty days. The GOM or Captain will issue a written notice to the member advising of the penalty. The penalty advice will be noted on the member's file.
- 10.2** For breaches under clause 4.4.1 of the Constitution, the CEO and Treasurer will jointly decide on the penalty to be imposed which may include amendment or suspension of the member's Member Privileges. The CEO will issue a written notice to the member advising of the penalty. The penalty advice will be noted on the member's file.
- 10.3** The CEO will be responsible for ensuring any action determined in accordance with this clause 10.1 is appropriately noted on the member's file.



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## **11. Grade 2 breach handling process**

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- 11.1** If a complaint is determined to be a potential Grade 2 offence as per clause 9.3 above, the CEO will immediately inform the President and the other Office Bearers. The President will as soon as practicable inform the Board that a Grade 2 complaint has been received.
- 11.2** Subject to Clause 9 above, the complaint shall be documented in writing including as a minimum the following details:
- Date of the incident.
  - Time of the incident.
  - Location of the incident.
  - Names of the people involved.
  - A description of the incident itself.
  - Any other relevant or supporting material.
- 11.3** Unless otherwise advised by the CEO, a complaint shall be made in writing (email permitted). Where the complaint is made to the CEO orally, or is made in writing but without all the items listed in clause 11.2 above, then the CEO will take all necessary steps to determine if the complaint involves a potential breach of the Code. If so, the CEO will prepare a written record of the complaint which includes as a minimum the items listed in clause 11.2 above.
- 11.4** The CEO will confirm receipt of the complaint in writing and explain to the complainant the procedure for handling the complaint and the importance of confidentiality.

## **12. Deciding if formal process is required**

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- 12.1** The President, having consulted with at least one other Office Bearer, will:
- Request the CEO to convene and conduct an initial meeting to be attended by the CEO, an Office Bearer and the parties involved in the complaint,
  - Following the meeting, recommend to the Board that the complaint is handled under one of the following two pathways:
    - No formal process  
If this pathway is recommended, the President must set out the following in writing:
      - Reason for handing the complaint this way rather than the full process pathway.
      - Details of the proposed action to be taken and the desired/expected outcome.
    - Formal process

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Under this pathway the complaint will be handled in the manner set out in clauses 13 to 18 below. It is expected that more serious breaches that involve the suspension of a member's rights and privileges will be dealt with through the formal investigation process outlined in clauses 15 to 18 below.

- 12.2** As soon as practicable following receipt of the President's recommendation under 12.1 above the Board will decide which pathway is to be followed.

## Formal Process Procedure

### 13. Investigating Officer

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- 13.1** As soon as practicable following the Board's decision under 12.2 above to require a formal process to be undertaken, the President will appoint an Investigating Officer.
- 13.2** The Investigating Officer:
- a. may be any person of good standing but will normally be a member of the Club, the CEO or other senior staff member;
  - b. must not be a Board member, or someone who could reasonably be considered to have a conflict of interest in the matter, and
  - c. must be approved by the Board before being appointed.
- 13.3** The President will ensure that the Investigating Officer understands the importance of confidentiality and is committed to maintaining appropriate confidentiality.
- 13.4** The Investigating Officer will carry out an investigation and seek to gather all the facts of the complaint. That investigation may include interviewing the accused member and / or member guest and securing a written statement from him or her and other relevant persons. It may also include any follow-up interviews that the Investigating Officer deems necessary to confirm or refute conflicting evidence from any parties.
- 13.5** The Investigating Officer will provide a written report to the Board including:
- a. The investigation outcomes, a copy of the complaint and including reports or statements obtained during the investigation.
  - b. The Investigating Officer's views on potential pathways to bring the matter to a close.

### 14. Board decides on next steps

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- 14.1** Where a Board member is the accused member or has a family connection or close friendship with the accused member or the complainant, then that Board member will be excluded from Board consideration of the matter.



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- 14.2** As soon as practicable after receiving the Investigating Officer's report, the Board will consider the report and decide on one of the following three pathways:
- i. No further action should be taken.
  - ii. Expedited process designed to avoid the need for a Disciplinary Panel.  
Under this pathway:
    - a. The process to be adopted is entirely at the discretion of the Board.
    - b. Any attempted resolution will include the imposition of a penalty approved by the Board. The penalty must be consistent with the requirements of section 0 above.
    - c. If the process followed under this pathway fails to bring about a satisfactory resolution of the matter or the accused member or member's guest rejects the penalty or indicates an intent to challenge such penalty, the Board may revert to pathway i. or pathway iii. set out in this section 14.2.
  - iii. Disciplinary Panel.  
Under this pathway the complaint will be handled in the manner set out in clauses 15 to 18 below.

## **15. Disciplinary Panel – role and process**

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- 15.1** As soon as practicable following a decision of the Board under 14.2 above to refer a complaint to a Disciplinary Panel, the President will arrange for a Board-approved Disciplinary Panel to be established. The Disciplinary Panel's composition is a matter for the Board to determine based on the nature of the complaint.
- 15.2** The Disciplinary Panel:
- a. will ordinarily comprise 3 persons and may, subject to clause 16 below, be drawn from a list of panel members previously endorsed by the Board;
  - b. may contain at least one person who has legal qualifications;
  - c. will ensure procedural fairness is provided to all parties to the complaint.
- 15.3** The Disciplinary Panel must determine whether to recommend to the Board:
- a. to dismiss the complaint; or
  - b. to uphold the complaint but determine no further action should be taken; or
  - c. to convene a Disciplinary Panel hearing in relation to the complaint.
- 15.4** If the Disciplinary Panel recommends convening a hearing in relation to the complaint, the Board must cause the CEO to give at least 7 days written notice to the accused member, and:



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- a. the notice must state the date, time and place at which it will hear and determine the complaint and advise that the accused member is entitled to be assisted or represented by another person at the hearing, and
- b. a copy of all reports (including the complaint) and any other material received or made with respect to the alleged conduct or behaviour complained of must be provided with the notice.

**15.5** A copy of all reports (including the complaint) and any other material received or made with respect to the alleged conduct or behaviour complained of, shall be included in the Board papers of the next Board meeting.

## **16. Potential Disciplinary Panel members**

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**16.1** The Board intends:

- a. to seek nominations from members prepared to sit on the disciplinary panel on a bi-annual and rotating basis;
- b. for any approved members to serve as available panellists for a period of 2 years;
- c. the list of approved panellists will reflect the broad and diverse nature of the IGC membership;
- d. that subject to the panellist remaining an IGC member, the endorsed member:
  - i. will remain a panellist for a term of 2 years;
  - ii. is eligible for endorsement by the Board for an additional term of 2 years.

## **17. Disciplinary Panel hearing**

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**17.1** At the commencement of the hearing, the Disciplinary Panel Chair will read out a summary of the report(s) and the alleged offence(s) by the accused member under this Code.

**17.2** If the accused member is not present at the hearing (having elected not to attend), the Disciplinary Panel may:

- a. proceed to hear and determine the report and the penalty recommendation (if any); or
- b. adjourn the hearing of the report for such period as is determined by the Disciplinary Panel (which will be no less than 7 days and no longer than 14 days unless by agreement with the accused member) and must give the accused member written notice of the time and place when the hearing will resume.

**17.3** If the accused member is present, the Disciplinary Panel Chair will ask the accused member whether he or she wishes to admit or deny the alleged breach of the Code.



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- 17.4 If the accused member admits the alleged breach of the Code, the Disciplinary Panel will, after hearing any relevant submissions, deliberate and decide on a penalty recommendation.
- 17.5 That penalty recommendation shall be communicated to the CEO and to the President within 2 working days of the Disciplinary Panel's meeting.
- 17.6 If the accused member denies the alleged breach of the Code, he or she may present evidence to support their case. After the presentation of evidence and hearing any final submissions by the accused member, the Disciplinary Panel must determine whether the accused member has engaged in conduct or behaviour that is a breach of this Code, and if so, the penalty that it recommends should be imposed for the breach.
- 17.7 The Disciplinary Panel Chair shall advise the CEO, the President and the Office Bearers of the Panel's determination and, if recommended, any suggested penalty within 2 working days of the Disciplinary Panel's meeting.

## **18. Panel Recommendations - Board**

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- 18.1 If the Disciplinary Panel recommends to the Board that there has been
  - a. no breach of this Code, then the CEO will seek Board approval of that determination as soon as is practicable. If Board approval is attained, the CEO will write to the accused member advising him/her of the Board's decision that there has been no such breach.
  - b. a breach of the Code, then the CEO will as soon as practicable cause a Board meeting to be convened to consider the determination and any recommendation from the Disciplinary Panel.
- 18.2 If, after considering the Panel's recommendation, the Board resolves to continue proceedings under the Code then it will, in accordance with clause 4.10 of the Constitution and before any consideration of the powers under clause 4.8 or 4.9 of the Constitution, cause the CEO to notify the accused member in writing of
  - a. of the nature of the complaint, and the courses of action open to the Board, at least 7 days before any Board meeting at which the member's conduct is to be considered; and
  - b. that the member has the right, at the member's option, to appear before the Board at that meeting or submit a written statement for that meeting, to show cause why a determination of guilt should not be made, or a penalty should not be imposed.
- 18.3 The Board may not make any decision nor impose any penalty under the Constitution until the provisions of clause 4.10 of the Constitution are satisfied.
- 18.4 A resolution of the Board to impose any penalty that involves suspension of a member's rights or privileges or removal from the list of members will be a special resolution of the Board in accordance with Clause 4.11 of the Constitution.



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- 18.5** If the Board decides to impose a penalty exercising the powers of Clauses 4.8 or 4.9 of the Constitution, then it may cause the CEO to publish a redacted version of the Board's decision on the IGC website.
- 18.6** The member shall be advised of the Board's decision within 2 working days of the Board making that decision and the penalty shall become effective from the date of the advice to the member of the Board's decision.

## Notices

### 19. Deemed receipt of notices

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- 19.1** A written notice from IGC to the accused member under this policy will be deemed to have been received by the accused member:
- a.** where sent by post it will be deemed received at the time at which the letter would be delivered in the ordinary course of post;
  - b.** where sent by electronic means will be deemed received at the time of dispatch recorded by the sending instrument, unless subsequently the sending instrument or a function of the transmitting medium, indicates that the transmission failed.

This Code will be subject to review at the discretion of the IGC Board.



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Version Record:

| Version | Board Approval Date | Version Change Description                                                                                                                                                                        |
|---------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | 21/2/2017           | Initial code                                                                                                                                                                                      |
| 2       |                     | Title change to IGC MEMBER CODE OF CONDUCT POLICY to align with IGC Constitution                                                                                                                  |
| 3       | 24/7/2018           | Incorporation of Disciplinary Panel comments on disciplinary procedure                                                                                                                            |
| 4       | 25/6/2019           | Incorporation of Chair of Disciplinary Panel comments. Expand the member responsibility scope to include IGC representation, deemed notice provision changed to match IGC constitution provision. |
| 5       | 28/7/2020           | Various changes to streamline the policy implementation and its readability.                                                                                                                      |
| 6       | 26/8/2022           | Introduction of Grade 1 and Grade 2 violations                                                                                                                                                    |
| 7       | 21/2/2023           | Introduction of a third party to action complaints made by or concerning the CEO (clause 6.4).                                                                                                    |
| 8       | 15/07/2025          | General update. Introduction of Amendment or Suspension of Playing Privileges as per Constitution V14                                                                                             |