



CLUB RECORDER TERMS OF REFERENCE

1. INTRODUCTION

As required by Rule 23.1 of the WABC Rules, the Club is to appoint club members of high standing, as determined by the Committee of Management (the "Committee"), to a Panel of Recorders from nominations made by the Tournament Committee ("TC").

2. ADMINISTRATION

- The TC shall annually nominate to the Committee three (3) or more persons of high standing in the Club for consideration by the Committee for appointment as a Recorder and the Committee will consider the nominations from the TC and annually select and appoint from such candidates at least three (3) persons as Recorders. The Panel of Recorders (Panel) shall be chaired by the Recorder designated by the Committee.
- The Chair of the Panel shall periodically update the Committee on the activities of the Panel of Recorders and any matters having potential to require Committee intervention and / or reporting to BAWA and the ABF.
- The Panel will be convened at least twice a year, and on an ad hoc basis as required.

3. FUNCTIONS OF RECORDERS

Recorders are appointed to perform the following functions:

- To receive written complaints regarding issues to do with conduct at the playing table or whilst on the Club premises.
- To mediate those complaints in accordance with Terms of Reference approved by the Committee or where the matter is serious and warrants a disciplinary matter the Recorders will make a report to the Committee with a recommendation for action.
- To be cognizant of the attached 'Guidelines' in discharging their role.

Date Approved by the Management Committee: 18 December 2018

The following are supplementary to the Terms of Reference and provide 'Guidelines' to assist Recorders in discharging their role of dealing with complaints.

GUIDELINES

- (1) Because of the sensitive nature of complaints referred to Recorders, it should be emphasized that investigations by Recorders should be undertaken in an appropriately **confidential** manner.
- (2) It is most important that each Recorder is unbiased. This includes ensuring there is no reasonable perception of bias. For example, personal, financial or family relationships, or participation in another role in the decision-making process (such as a complainant) can all give rise to a reasonable perception of bias. If this is the case, the Recorder concerned should remove himself or herself from the process.
- (3) Complaints should be addressed and concluded in a timely manner without unnecessary delay with the person reported being given reasonable chance to consider his or her position and reply.
- (4) Where a 'verbal' complaint is received the Recorder will advise the complainant that the complaint is required to be made in writing for it to be addressed by a Recorder.
- (5) The Recorder will decide if a complaint has merit. If considered without merit the Recorders will inform the complainant as soon as possible and explain the reason/s why it is not being pursued.
- (6) If the complaint has merit, the Recorder will inform the complainant that the Recorder will approach the person reported and advise him or her of the complaint.
- (7) The complainant will be asked if there were any witnesses and the Recorder will note their names. The Recorder will also ask the witnesses separately for their account of the incident.
- (8) The Recorder will discretely approach the person reported (and his or her playing partner if appropriate), advise them of the complaint and ask for their comments. The Recorder will also enquire of the person reported if there were any other witnesses and then ask the witnesses separately for their account of the incident.
- (9) The Recorder shall ensure that all relevant information relating to the complaint is gathered and that a full record of inquiries and investigations has been made. Where the complaint arises from events at the playing table, the Recorder will consult the Director of the relevant session and seek views of parties and allow comment from all persons who have knowledge of the incident under investigation.
- (10) Various actions are then open to the Recorder:
 - (a) Advise the person reported of appropriate standards of behavior if it is apparent the person reported is not aware of them;
 - (b) Caution the person reported (if not too serious); This caution should be noted in the Recorder Book.
 - (c) Advise the person reported that the Panel will be contacted with a recommendation of suitable action;
 - (d) Where there is no admission of guilt by the person reported, report the outcome to the Committee.
- (11) In all cases the Recorder shall in advance of any decision:
 - (i) hear all parties to a matter and consider submissions
 - (ii) make reasonable inquiries or investigations before making a decision
 - (iii) provide the person reported with all relevant information that is to be used in the decision-making process including a description of the possible decision, the criteria for making that decision and information on which any decision would be based

- (iv) give the person reported a fair hearing and reasonable opportunity to respond to the complaint, whether in writing, at a hearing or otherwise
 - (v) provide the person reported with a draft of any recommendation or report to be presented to the Committee before such recommendation or report is presented to the Committee
- (12) Where a sanction has been deemed appropriate by the Panel a full report of the incident and subsequent recommendation shall be presented to the Committee. To maintain confidentiality all names of offender and complainant shall be deleted from the report.
- (13) Based on its deliberations of the incident the Committee will authorize the President (who will be aware of the names of various parties as an ex officio member of the panel) to act on its behalf to implement the recommendation or decision on a course of action.
- (14) The Recorder will verbally debrief the complainant on the outcome of his / her complaint.
- (15) All incidents, with full details of the offence and offender, shall be kept in the Recorder Book, which is cross-indexed by name. The Recorder Book shall be maintained by the Recorders. Only the Recorders and the President of the Club shall be permitted to see the Recorder Book. When not in use the Recorder Book shall be housed in a safe on Club premises.
- (16) No one shall be entered in the Recorder Book without the person's knowledge and they shall be kept informed of the progress of the inquiries and investigation.

Process for Making a Complaint [\(LINK to Recorders in WABC The People\)](#)