Pickleball in the Park – Complaints Handling & Disciplinary Procedure

Pickleball in the Park Association Incorporated (PIP)

1. Purpose

This procedure provides a fair and transparent process for managing complaints and disciplinary matters within the Pickleball in the Park Association Incorporated (PIP). It ensures that all members are treated consistently, respectfully, and in accordance with the principles of natural justice.

This procedure supports the *Pickleball in the Park Code of Conduct* and should be read in conjunction with it.

2. Submitting a Complaint

Where possible, issues should be addressed immediately and informally. Players are encouraged to discuss the issue calmly between themselves or, if needed, with the host present. If an apology is offered and accepted, no further action may be necessary.

If an incident cannot be resolved informally, any member or participant may submit a written complaint to the President by email or letter, preferably within 14 days of the incident.

The written complaint should include:

- The name(s) of the people involved
- A description of the incident or concern
- The date, time, and location of the incident
- Any witnesses or supporting evidence (if applicable)

The President will acknowledge receipt of the complaint and review the matter, seeking further information as necessary before any formal response is provided.

3. Preliminary Review

The President may:

- Dismiss the complaint if it is trivial, vexatious, or unsupported
- Attempt to resolve the matter through mediation or discussion
- Refer the matter for formal disciplinary consideration

All parties will have the opportunity to present their version of events and provide relevant evidence before any decision is made.

If disciplinary action is proposed, the President will convene a Disciplinary Committee.

4. Disciplinary Committee

The Disciplinary Committee shall:

- Consist of at least three independent members

• Not meet earlier than five working days after the incident or complaint
• Aim to conclude deliberations within ten business days of its first meeting

The Committee will consider all available information and determine an appropriate outcome.

5. Possible Disciplinary Actions

Depending on the nature and severity of the incident, the Disciplinary Committee may impose one or more of the following actions:
• Verbal reprimand
• Written warning
• Temporary suspension of membership or playing rights
• Permanent termination of membership

The Committee will consider the seriousness of the incident, any prior conduct, and any mitigating circumstances before determining an outcome.

All decisions will be communicated in writing to the parties involved.

6. Reporting and Transparency

At each PIP Committee meeting:
• The President shall provide an update on any complaints or incidents received.
• The Disciplinary Committee will report the outcomes of any formal deliberations.

Confidentiality will be maintained at all stages of this process to protect the privacy of those involved, except where disclosure is required by law.

7. Appeals

Any member subject to disciplinary action may appeal the decision in writing to the PIP Committee within seven (7) days of receiving written notice. The Committee will deal with the appeal in accordance with the PIP Constitution.

8. Reference

For details of expected standards of behaviour, refer to the *Pickleball in the Park Code of Conduct*.

7. Continuous Improvement

This Procedure is a living document and may be reviewed periodically to reflect best practice, member feedback, and changes in the club's activities.

Approved by the PIP Committee: 27 October 2025
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