



2022-04-01 Policy Regarding Physical or Verbal Abusive Behaviour

1.0 Purpose

- To meet the Club's duty of care to its employees, members, contractors and other lawful visitors
- To define the policy and procedure any situation that may require action by the club's officers, contractors and employees
- To define the roles and responsibilities to ensure this policy and procedure is applied and known within the Club.

2.0 Policy Details

Banchory Golf Club is committed to ensuring the club is a safe and non-threatening place for employees, members and guests and that all are protected from physical or verbal abuse. The club will not tolerate abusive behaviour by anyone, resorting to the club, for any purpose. Any examples of aggressive behaviour will not be considered acceptable to club employees, members or guests. Any such behaviour may result in the offender being asked to leave the club immediately and may result in reports to the Police. The club has a disciplinary procedure that may apply. Unacceptable behaviour includes but is not limited to:-

- Verbal abuse, threats, swearing, offensive or personal remarks
- Acts of written or verbal abusive including of a discriminatory, intimidatory or threatening nature
- Unsubstantiated, vexatious or defamatory remarks.

It is the club's policy to record all such incidents in a manner that will be suitable for the authorities or as evidence for court proceedings. Abusive or aggressive behaviour may result in membership cancellation or employment termination.

3.0 Policy Scope

This policy applies on the land and facilities owned and operated by Banchory Golf Club
This policy applies to all lawful persons resorting to the club facilities as appropriate to their status e.g.



4.0 Related Policies and procedures

Club Disciplinary policy and Procedure

5.0 Policy Owner

The Club Committee will be overall owner and responsible to ensure application of this policy. The Committee may delegate the actions given below to allow for appropriate response to developing adverse situations.

The Club Administrator is responsible for ensuring:-

- This policy is kept up to date by referring it to the Committee for review and approval.