

OMBUDSMAN POSITION at the HHIBA

The HHIBA seeks to enhance the Bridge playing experience of its members and guests. A Zero Tolerance Policy is in effect at all times and having an enjoyable time is constantly stressed and encouraged. But the Club recognizes that there will be occasions when differences of opinion arise or when issues between parties will occur. The Club has established the position of OMBUDSMAN to deal with such occasions.

DEFINITION: One who investigates complaints, mediates disputes and helps to achieve equitable agreements between aggrieved parties. The two parties usually are two members, but issues can also be between a member(s) and the Club (the Directors, the Manager or the Board).

SCOPE: The Ombudsman functions independently but reports to the President. He acts as a trusted intermediary between the HHIBA and its membership, while the emphasis is on representing the broad interests of the constituent membership. While his/her primary function is to handle complaints or issues that are brought to his attention he/she can also proactively identify organizational roadblocks that could run counter to membership interests and bring them to the attention of the President and BOD.

PROCEDURE: The membership will be advised that an Ombudsman is available and identified by name. The function of the Ombudsman is to receive complaints from members and seek to settle them quietly with involvement by others kept to a minimum. Complaints can be delivered verbally or in writing to the Ombudsman. The nature of the complaints could be quite broad but cannot call into question the authority of a Game Director who is responsible for the management of our games games. If it is a question that would require potential disciplinary action then the Ombudsman must refer that issue to the President and BOD. While maintaining confidentiality will be a critical element of this position, the Ombudsman is charged with determining when situations and disputes need to be brought to the attention of the President and Board. Clearly any issue that affects the reputation, integrity or fiduciary responsibility of the Board must be brought to its attention.

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