



BENDIGO BRIDGE CLUB Inc.

A0005397Z

Policy Statement- Code of Good Conduct

To foster polite etiquette and conduct in all activities within the Bendigo Bridge Club, a *Code of Good Conduct* has been drawn up, based upon similar documents in other Bridge Clubs. This document has been viewed, modifications suggested, accepted, and made, by the Management Committee (MC) before distribution to club members.

This policy is issued in accordance with the Club's Constitution and supplements the Club's Policies and Procedures Manual.

1. The Bendigo Bridge Club Management Committee (MC) has adopted this *Code of Good Conduct* to provide guidelines to all members and visitors on behaviours expected in all activities related to the club. The Club will publicise this Code widely and expects all members to be familiar with it.
2. **Infractions** of this *Code of Good Conduct* may be considered as:
 - a) **Minor** matters such as a lack of courteous attitude, causing annoyance, embarrassment, or interference of others' enjoyment of the game.
 - b) **Major** matters such as bullying, badgering or derogatory comments.
 - c) **Serious** matters such as cheating, physical, or verbal threats will never be tolerated and will always be regarded as serious matters.
3. All members and visitors may report any infractions which concern them to the Director at the time of occurrence.

4. The Director should aim to resolve the complaint promptly, calmly and in an impartial manner. The complainant should be heard and have rules and expectations, possibly unknown to them at the time of the complaint, explained to them by the Director. The Director will apply the Laws of Bridge if appropriate, with the aim of restoring harmony in order that play may promptly resume for the enjoyment of all.
5. The session Director will record a concise summary of the nature of each complaint in a secure register, available to Directors and the MC. This summary may include the Director's observations on whether the matter has been fully resolved.
6. Members and visitors may submit written complaints after a session, which should be passed onto the Chair of the MC if:
 - the complainant remains unsatisfied with the outcome from the Director,
 - the Director considers that they cannot deal effectively with the matter,
 - there is a pattern of repeat complaints of a similar nature against the alleged offender; and
 - to report an infraction by the Director.
7. The MC will review the register and all complaints at the monthly meeting.

Formal Disciplinary Procedures

8. First complaint:

If the Director considers the matter to be valid, the Director will talk informally to the offender/s, explain the rules and expectations within the Club and caution them against repetition. The Director will record the incident.

9. Subsequent complaints of the same player/s:

The MC may issue an **official warning** to the offender/s if deemed appropriate.

10. Further complaints of the same player/s:

A Disciplinary Sub-Committee will be formed as per the Constitution. Further complaints may result in suspension of the individual or the partnership for 2-4 weeks for first time offence at this level or from 1 to 12 or more months depending upon the severity of the offence/s for repeat offenders.

Serial complainants, considered to be players with low to no tolerance, will be also recorded and reviewed at monthly meetings.

11. Serious Complaints:

Must always be in writing.

12. Laws

If the complaint is on a matter covered by Laws 74-91 (which outlines offences and Directors' powers), Directors may take immediate action such as awarding adjusted scores, giving a warning to the offender/s, or even suspending players in extreme situations. On normal playing days the Directors' decisions are final, subject to Appeals (Laws 92-93).

13. Role of the Director regarding discipline matters is to:

- receive verbal complaints by players about the conduct and behaviour of other players,
- give due consideration to a call with the aim of resolving the matter to restore harmony and continuity of play,
- act as an educator explaining the Laws of Duplicate Bridge in accordance with the Club's Constitution, Policies and Procedures Manual, and the *Code of Good Conduct*; and,
- keep secure records of all complaints,
- pass all recorded and written comments to the MC for monthly review; and
- treat all complaints with confidentiality, recognizing that the Director may need to speak with other parties including other Directors, in attempting to resolve the matter.

Purposes of the Bendigo Bridge Club

- 1) To provide a congenial, fair, competitive, and ethical environment conducive to participation in, achieving excellence at, and enjoyment of Bridge at all levels.

- 2) To ensure members and visitors are received with friendly hospitality by extending respectful, courteous behaviour to all.

The Management Committee (MC) emphasize that despite the first purpose providing competitive play in accordance with the Laws of Duplicate Bridge, the second purpose is equally important. Serious competitive play can and should be conducted in a respectful, harmonious, and non-aggressive manner. Therefore, the MC has adopted the following principles and actions as guidelines to the behaviour expected of all members and visitors:

Code of Good Conduct: Good Habit Guidelines:

- **Contribute** to setting up and dismantling play equipment, tidying the room and facilities as necessary.

- **Be prepared:**
 - Be ready for play at the allocated time.
 - Have a completed system card at the table.

- **Be polite and pleasant:**

Greet your opponents in a friendly manner promptly upon arrival at the table.

Be polite to all players, including your partner and Director.

Encourage inexperienced players by showing patience and understanding.

Especially welcome visitors, new and emerging players, considered to be those with fewer than 9 Master Points.

Acknowledge others' good play.

Apologise readily for mistakes.

- **Comments and behaviour during play:**

Don't discuss hands between boards as it delays play and may unwittingly convey information to others.

Don't criticise your partner during the session.

Avoid gratuitous advice to inexperienced players as it can be confusing, belittling, and unwelcome. First seek their consent.

Repeated unsolicited advice is **badgering** and must be avoided.

Do not gloat over your good play or excessively praise your partner's play. A simple "well played" is appropriate.

Avoid foul language and/or loud, aggressive, or accusatory tones, always.

Avoid **deliberate** mannerisms that may unsettle opponents (some mannerisms cannot be controlled and ideally should be understood by members and players in a respectful manner).

- **Assist the flow of play:**

Alert opponents promptly to any alertable bids made by partner. Promptly state the value of 'announceable' bids (opening 1C or 1NT).

Filling in of personal scorecards must not delay play. Bids, leads, scoring, checking scores and moving tables take priority.

Avoid unauthorised advantage by comments, expressions or gestures which may convey information to others and observe the clock and 4-minute warning bell.

Once cards have been returned to the board, unless the Director is present, they must remain there.

- **Respect for the Director:**

Call the Director promptly for an infraction of the Laws or if a player fails to observe the principles outlined in this Code.

Call "**Director please**" in a polite manner. (Please bear in mind that our Directors are usually playing and may not be able to respond immediately to your call).

Show respect for the authority of the Director. If you disagree with the decision, take the matter up later away from the table and remember that you are free to lodge a written appeal.

- **Report:**

Bullying and derogatory comments are never acceptable. If you witness or experience such, feel free to report the incident/s to the Director.

- **Enjoyment:**

Remember that Bridge is a game for all to enjoy. Sometimes this means holding back or not reacting to something out of line.

Acknowledgement: In developing this document, BBC drew inspiration from the Club Rules of Geelong Bridge Club, with thanks.

Bendigo Bridge Club, Inc.

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