



## MALTA GOLF ASSOCIATION

### GRIEVANCE PROCEDURES

#### 1. Introduction

- 1.1 The Malta Golf Association has adopted the ensuing document to be able to deal with grievance procedures.
- 1.2 Terms in italics shall bear the meanings given to them as follows:
  - 1.2.1 *MGA* means the Malta Golf Association.
  - 1.2.2 *Club* means a club affiliated to the MGA.
  - 1.2.3 *Member* means a member/player of a *Club* irrespective of membership category.
  - 1.2.4 *Handicap Committee* means the body appointed by a *Club* to administer the Handicapping Scheme within that Club.
  - 1.2.5 *Committee* means the tournament or competition or organising committee, by whatever name called, in charge of a golf match or competition in Malta either at *Club*, National or International level.
  - 1.2.6 *Scheme* is the CONGU Unified Handicapping System.
  - 1.2.7 *Rules* means collectively the Rules of Golf as determined by the R&A Rules Limited and the United States Golf Association and any local Rules made by the *Committee*.
  - 1.2.8 *Amateur Rules* means the Rules of Amateur Status as determined by the R&A Rules Limited and the United States Golf Association.
- 1.3 As the governing body of golf in Malta, the *MGA* has the responsibility to ensure that the *Rules* and the *Scheme* are being properly administered. The *MGA* believes that issues should be resolved at *Club* level and that its role should mainly be on an advisory platform.
- 1.4 If a *member* is charged with an offence pursuant to the *MGA's* Anti-Doping or Child Protection Policies, then the provisions of the relevant policy will apply.
- 1.5 Any breach of the *Amateur Rules* shall be referred to the *MGA* and the provisions of the relevant policy will apply.

- 1.6 There is no right of recourse or appeal against:
- 1.6.1 The decision of a *Committee* regarding a breach of the *Rules* in any competition or match; or
  - 1.6.2 The decision of the *Handicap Committee* under Clause 20 of the Scheme (adjustment of handicap); or
  - 1.6.3 The decision of the Disciplinary/Appeal Committee appointed by the *Club* to consider disciplinary matters either at *Club* level or by request of the *MGA*.

## **2. Grievance Procedures**

- 2.1 The *MGA* will only officially entertain matters on the *Rules* if made to it by the *Committee* in accordance with the *Rules*.
- 2.2 The *MGA* will only officially entertain matters on the *Scheme* according to clause 4 and to the Note following clauses 6 of the *Scheme*.
- 2.3 All complaints or grievances must be made in writing and forwarded to the *MGA*. The *MGA* will have a right to regulate its own procedure however it must ensure that the process is fair and transparent.
- 2.4 If the *MGA* receives a complaint or grievance from a *member* or *Club* it will summon the Executive Council of the *MGA* in which is constitutionally vested the care and control of the *MGA*, to hear the complaint or grievance.
- 2.5 In order to be as efficient as possible, the undemanding cases will be determined on the written papers received only and the *MGA* will not meet the parties in order to reach a decision.
- 2.6 In all other cases, the *MGA* will invite the parties concerned to attend a meeting to discuss the grievance. The *member* may be assisted at such meeting either by a colleague or fellow *member*.
- 2.7 The meeting must not take place unless the parties concerned have had a reasonable opportunity to consider their response to the complaint or grievance.
- 2.8 The parties concerned must take all reasonable steps to attend the meeting. If the parties concerned do not attend the meeting then the Executive Council of the *MGA* may consider their complaint or grievance in their absence, adjourn the hearing or take such other action, as they deem necessary.
- 2.9 After the meeting, the *MGA* Executive Council will inform the parties concerned of its decision concerning the complaint or grievance and its decision is final.

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