

## **Confidentiality Policy and Complaint Protocol**

### **1. Confidentiality**

#### **Principles**

- Board members are representatives of the Golf Membership as a whole and will act in the best interests of the Creston Golf Club
- There is a constant requirement of the Board to act in a transparent and open manner within the Board, with members of the Creston Golf Club and the general public as required.
- The need for transparency in Club governance is continually balanced with the Club's commitment to effective communication.
- Transparency and confidentiality are terms that are in opposition to each other. (How can Board members act in a confidential and transparent manner – at the same time?)

#### **Confidentiality Guidelines**

- Club business that is deemed to be sensitive or of a confidential nature will be noted by the President and communicated to the Board at monthly meetings.
- Strategies for balancing communication goals and transparency goals may be planned and implemented where necessary. .
- Board Directors who are heads of Departments must inform each other of matters of confidentiality that arise within their Departments.

#### **Complaint Protocol**

##### **Principles**

- All members of the Board, as representatives of the Club should be available to receive complaints.
- Members have the right to register complaints directly to the Board in writing or by personal representation to the Board.
- All complaints deemed as confidential must be communicated to Department leaders and must not be discussed with club members until complaints are resolved.

##### **Guidelines for managing Complaints**

- All Board emails and discussions are confidential. Anything that should be public knowledge can be read in the minutes or communiqués from the board.
- Most complaints from members or guests should be dealt with by staff or their department heads at the time of an incident.
- No complaints should be dealt with by board members or the board as a whole unless they are communicated to the board in writing.
- When the board receives a written complaint it should be addressed as expediently as possible in the following manner:
  1. Be sent to the board member who is the liaison or in charge of the area that the complaint arises from.

2. That director should contact the complainant as soon as possible to get further information and let that person know we are not ignoring their complaint.
3. With more in depth information the board member can decide if this is just a general complaint about our policies or whether it is necessary to involve an employee or department head in investigating or dealing with a specific problem. If at all possible individual identities should not be involved but realistically the employee involved can often guess who it is.
4. If the board member feels the problem can be resolved at this stage they should do their best to do so and communicate with the complainant.
5. If the board member does not feel it is that easily resolved they can wait to put it before the board but should still communicate to the complainant of the process happening. The board as a whole can then make a decision and the complainant can receive a written response.