



## QBA PROCEDURES FOR INFRACTIONS BY MEMBERS

In dealing with complaints, Queensland Bridge Association (QBA) should follow the procedures outlined below:-

1. A complaint must be submitted to QBA Manager by any one or more of the following:-
  - Any player participating in a bridge session during which an alleged breach of QBA rules or regulation occurs;
  - Any person affected by an alleged breach of QBA rules or regulations occurring during a bridge session.
  - The Director, Congress Director or the Tournament Organiser in relation to an alleged breach of QBA rules or regulations.
  - Any person affected or who believes actions undertaken at, during, or any part of a bridge congress such as prior to or subsequent to that brings the game of bridge into disrepute
2. A complaint or complaints must be submitted in writing which includes by email to the Manager of QBA.
3. Any written complaint must be made within 7 days of the date on which the alleged breach is said to have occurred.
4. Queensland Bridge Association Management Committee (QBAMC) will decide whether an investigation of the complaint is required and in making such a decision, may seek the advice of QBA General Counsel. QBAMC shall make its decision within 7 days of receipt from the QBA Manager.
5. If the complaint is to be investigated and dealt with, it should be submitted to the Ethics and Disciplinary Committee (EDC). The EDC will decide how the investigation will be dealt with and whether or not the EDC will hold a hearing or will consider the matter on the basis of written submissions only. The EDC will have total discretion to decide the matter and will seek the views of the parties identified as central to the complaint in exercising its decision. EDC shall make its decision in writing.
6. The EDC will observe the principals of Natural Justice which require that the person who is the focus of the complaint has the right to be informed of:-
  - i. The existence of the complaint;
  - ii. The fact that an investigation has been authorised;
  - iii. The particulars of the complaint that will be considered;
  - iv. The form that the investigation will take;
  - v. That he/she has a right to present a case dealing with the complaint either in writing or in person to the EDC; and
  - vi. That he/she has the right to seek advice and be represented at any hearing of EDC that he/she appears before.

7. The accused person is to be invited to respond to the complaint in writing before any such investigation.
8. If any action is to be taken against a person complained about (apart from a written warning), a hearing should be convened by the EDC and the person complained against should be given the opportunity to be heard in person.
9. The EDC will seek information and may allow comment from all persons who have knowledge of the incident under investigation. The EDC should then consider the evidence it has been offered and reach a decision as to whether the complaint is substantiated.
10. If the EDC decides the complaint is substantiated, it will frame a recommendation as to an appropriate penalty.
11. The EDC will then report its findings and recommendations to the QBA Management Committee. The QBA Management Committee will either accept the recommendations as to the decision and penalty or make its own decision.
12. The person complained against should be advised in writing that they may appeal to the full QBA Council for that decision to be reviewed. They should be given a timeframe of 14 days to lodge such appeal, following which no appeal will be entertained.
13. At any hearing, if the accused disputes facts, witnesses may give evidence on matters relevant to the findings of fact.
14. QBA should use its best endeavours to deal with complaints within 28 days from the date of receipt. Exceeding this timeframe will not invalidate any proceedings or decision of the QBA.
15. Where any appeal is lodged, QBAMC shall explain its decision to the full QBA Council. The Full QBA Council can dismiss the appeal or make a new decision having considered all the issues then before it.