



NOTICE

Revised Bye-Law on Conduct and Complaints

We have revised the following Bye-Law, which will take effect from **5 May 2017 (Fri)**.

| Bye-Law No. | EXISTING BYE-LAW | Bye-Law No. | REVISED BYE-LAW |
|-------------|--|-------------|-------------------------------|
| 19 | Conduct and Complaints | 19 | Conduct and Complaints |
| (a) | <u>Complaints</u> Pursuant to Rule 12(a) of the Club's Rules, any complaint as to the conduct of any employee of the Club must be lodged with either their Duty Manager or the General Manager in writing giving particulars of the incident including the names of the employees involved and any witnesses present together with the date and time of the incident OR in the prescribed Complaint Form (which is available at the Reception Counter). The Complaint in either form must be signed by the Complainant. | (a) | No Change |
| (b) | No member, children or guests shall reprimand, use abusive language or profanities on any employee. | (b) | No Change |



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| 19 | Conduct and Complaints | 19 | Conduct and Complaints |
| (c) | Pursuant to Rule 13(c) of the Club's Rules, any complaint against the conduct of any member, Nominee or child of any member or nominee must be lodged with either the Duty Manager or the General Manager in writing giving particulars of the incident including the names of members/staff involved and any witnesses present together with the date and times of the incident OR using the prescribed Complaint Form (which is available at the Reception Counter). The Complaint Form in either form must be signed by the Complainant. | (c) | No Change |
| (d) | The General Manager shall investigate the Complaint lodged pursuant to either Rule 12(a) or 13(c) in compliance with the Club's policy and procedures in respect of investigation of Complaints, which is annexed to the Complaint Form. The General Manager shall then proceed with any one of the courses of action available under Rule 13(c). | (d) | No Change |
| (e) | <u>Conduct Of Members</u> Members and Nominees shall conduct themselves with proper decorum and comply with the Rules and Bye-Laws of the Club while in the premises of the Club. Pursuant to Rule 13(a), the Management is empowered to require any member/nominee/guest/child to leave the Club and to refuse any subsequent entry to the member/nominee/guest/child pending the decision of the Management Committee, which decision shall be made within thirty (30) days from the date of such non-compliance by the member/nominee/guest/child. | (e) | No Change |



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| 19 | Conduct and Complaints | 19 | Conduct and Complaints |
| (f) | <p><u>Appeals</u> Pursuant to Rule 14(a) of the Club's Rules, any member, nominee or child of any member or nominee who is dissatisfied with the decision of the General Manager may appeal to the Appeals Board with written submissions and supporting documents on the grounds of appeal. The Appeals Board shall review the submissions and supporting documents and shall fix a date for the Appeals Board hearing as soon as practicable. Sufficient notice of the Appeals Board hearing must be given to the appellant that his/her presence is required at the Appeals Board hearing. If the appellant fails to turn up at the Appeals Board hearing without a valid reason, the Appeals Board will proceed with the appeal in his/her absence based on the written submissions and supporting documents, if any.</p> | (f) | No Change |
| (g) | <p><u>Attendance at the Disciplinary Hearing</u> Members will be given at least 14 days advance notice of the date fixed for the Disciplinary Hearing. It is compulsory for a member to attend Disciplinary Hearing on the fixed date unless written notice is given at least 72 hours in advance citing valid reason/s for his inability to attend.</p> | (g) | No Change |
| (h) | For those who fail to attend without giving due notice as set out in Bye-Law 19(g), the Club will take the following steps against the errand member. | (h) | No Change |
| (i) | If a member is absent at a Disciplinary Hearing, the Disciplinary Committee will proceed with the Hearing and the decisions made by the Disciplinary Committee will be final and binding. | (i) | No Change |