

## **West Herts Golf Club Membership Application Review Procedure**

Under the agreement between the Watford Borough Council (WBC) and the West Herts Golf Club (Club) which established this Joint Consultative Committee (JCC), the committee is tasked with resolving any complaint by a member of the public that his/her application for membership of the Club was dealt with unfairly and/or on unreasonable grounds.

The JCC has determined that this is the procedure that it will follow when asked to make a determination of such complaint.

1. On receipt of a request by a refused applicant (the Requestor) for the Committee to make a determination, WBC's Democratic Services Team (on behalf of the JCC) will acknowledge receipt of the request and provide the requestor with a copy of this procedure.
2. Within 14 days of the date of the acknowledgement of the request, the Requestor is required to supply full written details of the grounds of his/her complaint (e.g. that the Club failed to follow its own process, is in breach of the Equality Act 2010, has declined the application on unreasonable grounds, etc) along with copies of any documents the Requestor wishes to provide in support.
3. Upon receipt of the Requestor's grounds of complaint and documents, WBC's Democratic Services Team will write to the chair of the membership committee of the Club, providing a copy of the Requestor's grounds of complaint and documents and asking the Club to supply:-
  - a. full written details of the Requestor's original application;
  - b. the reasons for the decision to decline the Requestor's membership application;
  - c. any Club policies regarding eligibility for membership; and
  - d. any comment the Club wish to make on the Requestor's grounds of complaint.

The Club is required to supply the information requested in this paragraph within 14 days of the date of the request. WBC's Democratic Services will send a copy of the information submitted by the Club to the Requestor.

4. WBC's Democratic Services team will advise the parties of the date upon which a meeting will be convened for the JCC to consider the complaint and the written submissions of the parties. The Requestor and the Club's membership will be given a final opportunity to submit further representations and documents should they wish to do so – any final submissions must be provided at least 10 clear working days prior to the date of the meeting.
5. The members of the JCC will be sent an agenda and the written submissions of the parties at least 5 clear days before the date of the meeting
6. The JCC will consider its decision in private and will determine to deal with the complaint in one or more of the following ways:-
  1. Adjourn the meeting for additional information;

2. Dismiss the complaint;
  3. Uphold the complaint and request the Club to re-consider the application under their then current Bye Laws;
  4. Fail to reach a majority decision
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7. Any member of the Club's membership committee or any Club member who participated in the original decision to decline the Requestor membership who is a member of the JCC will not be permitted to take part in any discussion or decision relating to the Requestor's complaint.
  8. Written notification of the decision will be sent to both the Requestor and the Club within 10 working days of the decision.
  9. The JCC has the right to make variations to these procedures in the event that it considers the circumstances of a particular matter for consideration requires such a variation.