

DUTIES OF THE RECORDER

CCBC seeks to maintain an environment where players can enjoy a game of bridge. We recognize that there may be times when the behaviour of a player interferes with others' enjoyment of the game. The Recorder plays an important part in resolving problems between players and promoting an enjoyable bridge experience. The ABF recognizes the role of Recorder: "The ABF acknowledges that the individuals who have agreed to accept the role of Recorder perform an important function that facilitates the smooth running of bridge events." The Recorder should familiarize him/herself with the CCBC Complaint Procedure.

Receive complaint. The first function of the Recorder is to receive a written complaint from any player regarding concerns about ethics or behaviour that they experience at the bridge table. The complaint may be delivered in person or placed in the recorder's drawer in the main club room. The Recorder shall acknowledge (by email or telephone) receipt of the complaint within 7 days of receipt. Any complaints about directors' decisions must be addressed on the appropriate appeals form, and any complaints about committee decisions must be addressed by a letter to the secretary.

Investigate. The goal of the investigation is to determine what occurred, not to prove the basis of the complaint. The Recorder will inform the other individuals concerned, listen to both sides, and speak to witnesses to understand what occurred. The Recorder will treat the complainant, respondent and witnesses with courtesy and respect. With the exception of the parties, witnesses, and the director of the day, the Recorder will treat the complaint as confidential. Following his or her investigation, the Recorder will determine the appropriate action to be taken.

Resolve the complaint. In determining appropriate action, the Recorder shall consider the overall goal of the CCBC complaint procedure is to restore harmony, not punish alleged offenders. Every effort should be made to help the parties mend their relationship so that both may continue to enjoy bridge at CCBC. Possible courses of action include:

- Advise the players that there is no need for further action and explain the reasons for this conclusion.
- See the parties involved and attempt to resolve the dispute peacefully. The parties may need help understanding one another's position. Often an apology goes a long way.
- Refer the matter to the committee. If the complaint alleges serious misconduct or represents a pattern of misconduct by the respondent, the Recorder may wish to refer the matter to the committee for disciplinary action.

Keep a record. The Recorder shall keep a record of all written complaints, their investigation, and their disposition. This record is not available to club members and is available to the committee only upon its involvement after all involved parties have been informed.