

Impington Sports Centre Members Disciplinary Procedure

The Procedure

This Disciplinary Procedure allows for penalties to be applied progressively, where action has not been effective in producing the desired improvement in a member's behaviour. Dependent upon the seriousness of the complaint/offence, it may be necessary to bypass stages.

In the most serious cases expulsion from Impington Sports Centre can be made without prior warning. It should be noted that this would normally only apply in exceptional cases.

Stage 1 – Member asked to leave the building

Where a member's conduct does not meet acceptable standards or staff instruction is ignored they will be asked to leave the building. An incident report form will be completed and passed on to the Sport & Leisure Manager.

Stage 2 – Written Warning

In the case of more serious offences, or repeated offences (Stage 1) occur a written warning will be sent to the member. This will give reasons for the warning and the improvement required. It will warn that action under Stage 3 of the Disciplinary Procedure will be considered if there is no satisfactory improvement or further acts of misconduct occur.

Stage 3 – Exclusion

When a serious incident occurs or repeated misbehaviour continues the Sport & Leisure Manager will make the Directors of MET Living Ltd aware and will recommend an expulsion.

The company Directors will then advise on what action is taken and the length of the expulsion.

A letter informing of a members expulsion will be sent out and signed by a Director of MET Living Ltd.

Appeal Process

The member will have the right of appeal of 2 weeks' notice which will be made to the Directors of MET Living Ltd.

Examples of misbehaviour with recommendation for action

| Misbehaviour | Stage Recommendation | Sanction |
|---|----------------------|--|
| Repeated breaking of swimming pool rules | Stage 1 | Asked to leave the building |
| Ignoring staff instruction | Stage 1 | Asked to leave the building |
| Refusal to provide membership joining details or providing incorrect details | Stage 1 | Refusal to use the facilities |
| Vandalism of property or equipment | Stage 2/Stage 3 | Excluded from using the facilities until an investigation is carried out. Sanction recommendation made to MET Living Ltd Directors |
| Unauthorised use of photographic or videoing equipment in the Centre or its environs | Stage 1 | Asked to leave the building |
| Members owing outstanding fees on Direct Debit membership | Stage 2 | Permanent exclusion until outstanding fees are paid |
| Direct Debit Fraud | Stage 3 | Permanent exclusion |
| Unauthorised indemnity claim on a Direct Debit membership | Stage 3 | Permanent exclusion until outstanding fees are paid |
| Persistently allowing another member or non-member to use a membership card for financial gain. For example someone using an annual members card to gain free entry to the facilities | Stage 2 | <ul style="list-style-type: none"> • Asked to leave the building • Confiscate membership card used • Access to the facilities suspended until an investigation has taken place • No refund where advance payment has been made • If the person using a members card has used the facilities or taken part in an activity they must pay for it |
| Threatening/intimidating behaviour/swearing or verbal abuse towards staff or another member | Stage 2 | Excluded from using the facilities until an investigation is carried out. Sanction recommendation made to MET Living Ltd Directors |
| Theft | Stage 2 | Excluded from using the facilities until an investigation is carried out. Sanction recommendation made to MET Living Ltd Directors |
| Unacceptable behaviour of a sexual nature | Stage 3 | Excluded from using the facilities until an investigation is carried out. Sanction recommendation made to MET Living Ltd Directors |
| Assault on a member of staff or another member | Stage 3 | Permanent exclusion |