



BY LAWS

1. STATE ASSOCIATIONS

- 1.1. Each State Association is to notify the Honorary Secretary of the ACA immediately of any change of name, address and contact details of its President and/or Secretary.
- 1.2. Upon application by a State Association, the Australian Croquet Association Inc (ACA) shall have power to inquire into and determine questions or disputes involving such State Association.
- 1.3. Any State Association refusing or neglecting to abide by the decision of the Board on any matter after three months from notice being given of the decision, may, at the discretion of the Board, cease to belong to or have any representation on the ACA and forfeit all rights and privileges, and be disqualified from any future representation thereon until amends be made to the satisfaction of the Board.
- 1.4. Any Director, being a member of a State which is party to a question at issue under By-Laws 1.2 and 1.3 above, shall declare their interest in the question, in accordance with the Croquet Australia *Board Conflict of Interest Policy*.
- 1.5. The criteria for membership of the ACA are a minimum of four clubs with at least two courts in each club.
- 1.6. A person affiliated to the ACA whose conduct may appear to the Board to be injurious to the Association or its objects, and who on request by the Board, fails to give a satisfactory explanation, may be called upon to resign, and on failing to do so within three (3) calendar months shall be removed as a member of the Association. Any such member so expelled shall, within one (1) calendar month thereafter have the right to appeal.
- 1.7. The records, books and other documents of the ACA shall be open to inspection by duly authorised representative of any member of the ACA at any reasonable hour free of charge at a place nominated by the Secretary. ("any member" means "any State").

2. POLICIES

2.1. COMPLAINTS

- 2.1.1. To properly and effectively deal with complaints made by members of the public, State Associations and players, a formal complaint regarding any event, action or practice involving the ACA shall be dealt with as set out in this section.
- 2.1.2. If the complaint is a matter arising from the published Selection Policy, the matter shall be dealt with in terms of that policy.
- 2.1.3. If the complaint is a matter arising from the published Member Protection Policy, the matter shall be dealt with in terms of that policy.
- 2.1.4. The immediate manager, appointed official or relevant committee chairperson is accountable for progressing and resolving any complaint before it gets to the formal procedure.

- 2.2.1. If the matter is unable to be resolved in accordance with 2.1.4 then the matter is to be referred to the Complaints Officer who will either:
- 2.2.1.1. investigate the matter which may include seeking expert advice, or,
 - 2.2.1.2. appoint a particular person to be responsible for investigating the complaint and report back to the Complaints Officer with details of the findings and action taken to resolve the matter, or,
 - 2.2.1.3. where the complaint involves a State Association in conjunction with the ACA, a committee comprising the Honorary Secretary or delegate and the relevant State Association President or delegate will investigate the matter.
- 2.2.2. The investigators are to keep a record of the action taken to investigate the matter, details of findings, and the date and manner by which the complaint was resolved. A copy is to be forwarded to the Complaints Officer.
- 2.2.3. All complaints are to be handled in confidence. There must be no unauthorised disclosure of such investigation.
- 2.2.4. The Complaints Officer is to report to the Board on all formal complaints.
- 2.2.5. All parties to a complaint shall be afforded the principles of natural justice.

2.3. CONDUCT OF SPECTATORS

- 2.3.1. A match in Association Croquet is intended to be a contest between the skills and intellect of the players alone. Spectators are to avoid giving advice to players during a match, either deliberately or by mistake. To avoid misunderstandings, they should not position themselves near a player or remain nearby if they could be thought to be offering advice.
- 2.3.2. In Golf Croquet, tactical advice should not be offered from outside the game. However, such advice may be acted upon unless, in a team event, it was given by a member or official of their team.
- 2.3.3. Infringements may be dealt with by the Manager and could result in the offender being required to leave the venue.

Adopted by the Board 21st April 2021



Jim Clement
Secretary to the Board