

MEDIATION PROCEDURE

September 2018

Purpose

The Board of Directors of the Santa Fe Bridge Center implements this policy as a procedure to deal with complaints concerning the conduct of players and directors during any bridge session held at the Bridge Center.

Authority of the Directors

Any complaint during the play of the hand (including removal of a board for late play) should be lodged initially with the Director, who will have the authority to make a ruling during the play of the hand or after play is completed. That ruling will be communicated to those involved in the complaint, and any aggrieved party will have the right to appeal the ruling according to the Appeal policy dated July 10, 2018.

Complaints for issues not resolved at the time of play (not involving the rules of bridge)

Complaints are to be based on the conduct of a Director or player that is deemed offensive or unethical. Any director or player may lodge a complaint in writing or via email within 48 hours of the incident to the President with copies to each member of the Board and to the person(s) involved. Receipt of the complaint will be acknowledged by the President. The director or player who is subject of the complaint will have 48 hours to respond to it in writing or email to the President with copies to each member of the Board and to the others involved.

Appointment of a mediator

If the situation lends itself to an informal solution, the President or any member of the Board appointed by the President may contact the complaining party and the offending party to attempt to resolve the matter prior to the appointment of a mediator. If mediation is used, the Board will review the complaint and appoint a mediator who will arrange to meet with both parties at a time and place mutually agreed upon. Failure to appear at mediation will constitute an abandonment of the complaint or failure to contest the complaint by the other party. Within 48 hours after the mediation is concluded the mediator shall report to members of the the Board his or her recommendations regarding further action.