



KOWLOON BOWLING GREEN CLUB

Our Ref.: 5233/03/08/DEC/2011

22 December 2011

Dear Members,

Complaint and Uncivilized Behaviour

The recent spate of incidents of members of staff being abused has caused deep concern at the General Committee meeting held on 20th December, 2011. These incidents were either witnessed by members of the Committee personally or complaints lodged by members of staff that brought to the attention of the General Committee.

It was decided that all members should be reminded of their uncivilized behavior within the club premises and for this purpose KBGC Bye-laws Clause 9.9 and 9.11 are reproduced hereunder for members' information and compliance.

9.9 Complaints

- 9.9a If any member wishes to lodge a complaint against a fellow member, a visitor or a guest it shall be made in writing to the Secretary or the Manager.
- 9.9b No member shall reprimand or punish any staff in any way whatsoever for alleged misconduct or inefficiency or any other matter. If a member wishes to lodge a complaint against a member of the staff, he shall make it in writing giving full details of the case to the Secretary or the Manager. In cases of emergency such complaints may be made verbally to any Officer of the Club or to the Manager.
- 9.9c Members are responsible for ensuring that their families and guests observe these rules governing complaints and conduct.

9.11 Uncivilized Behaviour

- 9.11a Members, their family members, guests and all other persons on Club premises shall not behave in a manner which is injurious or detrimental to the character, reputation or interests of the club or of its staff, its Members, their family member(s) and guests and other visitors or in a manner which is unbecoming of a Member. In particular, it shall be a breach if any Member, his/her family member(s) or guest(s) shall subject any member of the staff, other Member(s), his/her/their family member(s), guest(s) or any other person on Club premises to abuse. For the avoidance of doubt, "abuse" shall include but not be limited to any form of verbal, written or physical expression,

whether deliberate or reckless, which amounts to insulting, offensive, provocative, threatening or harmful conduct.

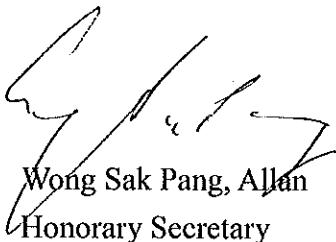
9.11b The Manager (or, if unavailable, a Committee Member not directly involved) may cause to be removed from any part of the Club premises any person who, in his/her reasonable opinion, is having in an uncivilized manner.

9.11c The Committee may further impose such sanction as it considers appropriate against an infringing member (who is responsible for the acts of his/her family member(s) or guest(s)).

Please take note that if any member observed to have breached the above quoted bye-laws, the General Committee is determined to take disciplinary action against the infringing member and impose any sanction as it sees fit.

Thank you for your kind attention and cooperation and wish you and your family Merry Christmas and Happy New Year!

Yours sincerely,



Wong Sak Pang, Allan

Honorary Secretary

Kowloon Bowling Green Club



KOWLOON BOWLING GREEN CLUB

本函檔號：5233/03/08/DEC/2011

親愛的會員：

投訴和不文明的行為

最近接連發生會所職員被辱罵事件，於 2011 年 12 月 20 日的執委會會議期間已引起各委員的高度關注。有關事件有些由執委會成員親自目擊，有些由會所職員作出投訴，因而引起執委會的注意。

執委會決定就會員在會所內的不文明行為作出提醒，故藉此複印本會規章細則第 9.9 和 9.11 條，讓會員知悉及加以遵守。

9.9 投訴

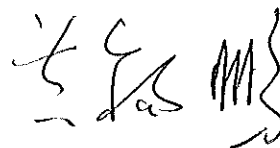
9.9a	任何會員如需向其他會員、訪客或賓客作出投訴，應以書面形式提交義務秘書長或經理作出處理。
9.9b	任何會員均不應就會所職員的不當行為或低效率工作作出嚴厲的譴責或懲罰。如會員需要向會所職員作出投訴，必須以書面形式詳盡列舉細節及提交義務秘書或經理處理。在緊急情況下，會員亦可向任何執委會委員或經理作出口頭投訴。
9.9c	會員須確保他們的家人和賓客在作出投訴時必須遵守有關之規則。

9.11 不文明的行為

9.11a	在會所範圍內，會員、會員家屬、賓客和其他人士不得對會所及會所職員的品格、聲譽或利益作出損害，同時舉止必須得體。特別是任何會員、會員家屬或賓客不得在會所範圍內辱罵職員、其他會員及其家庭成員、賓客或其他人士，此等行為均屬違反會所守則。為免生疑問，“辱罵”應包括但不僅限於任何形式的口頭、書面或身體表達，不論是有意或無意，所有構成侮辱、攻擊、挑釁、威脅或有害的行為。
9.11b	經理(如無法聯絡執委會成員，或執委會成員沒有直接介入有關事件)在合理的觀點下，可把上述列舉為不文明行為的任何人士逐離會所範圍。
9.11c	執委會可以進一步施加同樣制裁，以有效制止會員的違規行為(會員必須對其家庭成員或客賓的行為負責)。

請注意，執委會已決定對違規會員採取紀律處分，並施以任何合適的制裁。

多謝垂注及合作，並祝您及您的家人聖誕快樂和新年愉快！



黃錫鵬

義務秘書長

九龍草地滾球會

2011年12月22日