Norfolk Premier Golf

Disciplinary Policy

Document Owner: Operations Manager
Approved By: Grant Pointer
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1. Policy Statement

Norfolk Premier Golf Ltd is committed to maintaining a professional, fair, consistent, and legally compliant working environment. Standards of conduct, behaviour, and performance are essential to ensuring the safety of employees, customers, contractors, and visitors, as well as protecting the reputation and operational integrity of the business.

This policy sets out the framework for managing disciplinary matters, including misconduct, behavioural issues, and breaches of company standards. It ensures that all concerns are handled fairly, proportionately, and in line with the principles set out by the ACAS Code of Practice.

The purpose of this policy is to:

- Encourage and support acceptable standards of conduct
- Provide a clear and consistent approach to disciplinary matters
- Ensure employees are treated fairly and given the opportunity to respond
- Protect the business from legal, operational, and reputational risk

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2. Scope

This policy applies to all individuals working for Norfolk Premier Golf Ltd, including:

- Employees (full-time and part-time)
- Casual and zero-hours workers
- Supervisors and managers
- Coaches and operational staff
- Agency workers where applicable

It applies across all areas of the business including the golf course, driving range, shop, SHOT Café, Pirates Island, padel courts, events, maintenance, and all staff-only areas.

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3. Legal Framework

This policy supports compliance with:

- Employment Rights Act 1996
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- ACAS Code of Practice on Disciplinary and Grievance Procedures

Failure to follow a fair process may result in increased liability in any employment tribunal proceedings.

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4. Definitions

Misconduct:
Behaviour that falls below the standards expected by Norfolk Premier Golf Ltd.

Gross Misconduct:
Serious misconduct that fundamentally breaches trust and confidence and may justify summary dismissal.

Disciplinary Action:
Formal action taken in response to misconduct, which may include warnings or dismissal.

Investigation:
A fact-finding process to establish the circumstances of an incident before any disciplinary decision is made.

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5. Standards of Conduct

All employees are expected to:

- Act professionally and respectfully at all times
- Follow all company policies, procedures, and safe systems of work
- Comply with lawful and reasonable management instructions
- Maintain appropriate standards of behaviour towards colleagues, customers, and visitors
- Uphold the reputation of Norfolk Premier Golf Ltd

Failure to meet these standards may result in disciplinary action.

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6. Informal Management

Where appropriate, minor issues will be addressed informally through:

- Management guidance
- Coaching or retraining
- Informal discussions

Informal action is intended to support improvement and will not normally form part of the formal disciplinary record, although repeated issues may lead to formal action.

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7. Formal Disciplinary Procedure

7.1 Investigation

No disciplinary action will be taken without a reasonable investigation.

This may include:

- Witness statements
- CCTV or system records
- Documentation review
- Investigation meetings

Investigations will be conducted impartially and without pre-determining the outcome.

7.2 Suspension

Where necessary, an employee may be suspended on full pay during an investigation.

Suspension:

- Is not a disciplinary penalty
- Will be used only where appropriate
- Will be reviewed regularly

7.3 Disciplinary Hearing

Where there is a case to answer, the employee will be invited to a disciplinary hearing.

The employee will:

- Receive written details of the allegation
- Be provided with evidence in advance
- Be given reasonable notice
- Have the right to be accompanied

7.4 Decision Making

Following the hearing, the decision maker will consider:

- The evidence presented
- The employee's explanation
- Any mitigating circumstances
- Consistency with previous cases

Decisions will be based on the **balance of probabilities**.

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8. Disciplinary Outcomes

Possible outcomes include:

No Action
Where there is insufficient evidence.

First Written Warning
For minor misconduct. Typically active for 6 months.

Final Written Warning
For serious or repeated misconduct. Typically active for 12 months.

Dismissal
Where there is serious or repeated misconduct or failure to improve.

Summary Dismissal
In cases of gross misconduct, employment may be terminated without notice.

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9. Gross Misconduct

Examples may include:

- Theft or fraud
- Violence or threatening behaviour
- Serious breach of health and safety
- Being under the influence of drugs or alcohol at work
- Deliberate damage to property
- Serious breach of company policies
- Gross negligence

This list is not exhaustive.

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10. Appeals

Employees have the right to appeal any disciplinary decision.

- Appeals must be submitted in writing within 5 working days
- Appeals will be heard by a different manager where possible
- The appeal decision is final

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11. Record Keeping and Confidentiality

All disciplinary matters will be handled confidentially.

Records will be:

- Accurate and proportionate
- Stored securely
- Retained in line with data protection requirements

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12. Consistency and Fairness

Norfolk Premier Golf Ltd will ensure:

- Consistent application of this policy
- Consideration of individual circumstances
- Compliance with equality legislation

No employee will be treated unfairly or discriminated against.

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13. Responsibilities

Management:
Must apply this policy fairly, carry out investigations, and ensure appropriate decisions are made.

Employees:
Must comply with company standards and cooperate with any investigation.

Supervisors / Duty Managers:
Must take appropriate action where misconduct is identified and escalate where required.

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14. Supporting Documents

- Disciplinary Procedure & Manager Guide
- Investigation Report Template
- Grievance Policy
- Health & Safety Policy
- Drugs & Alcohol Policy

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15. Policy Communication and Review

This policy will be:

- Communicated to all employees
- Included within induction where appropriate
- Reviewed annually or following significant change or incident

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16. Approval

Managing Director
Norfolk Premier Golf

Signature:

Date: 28/04/2026