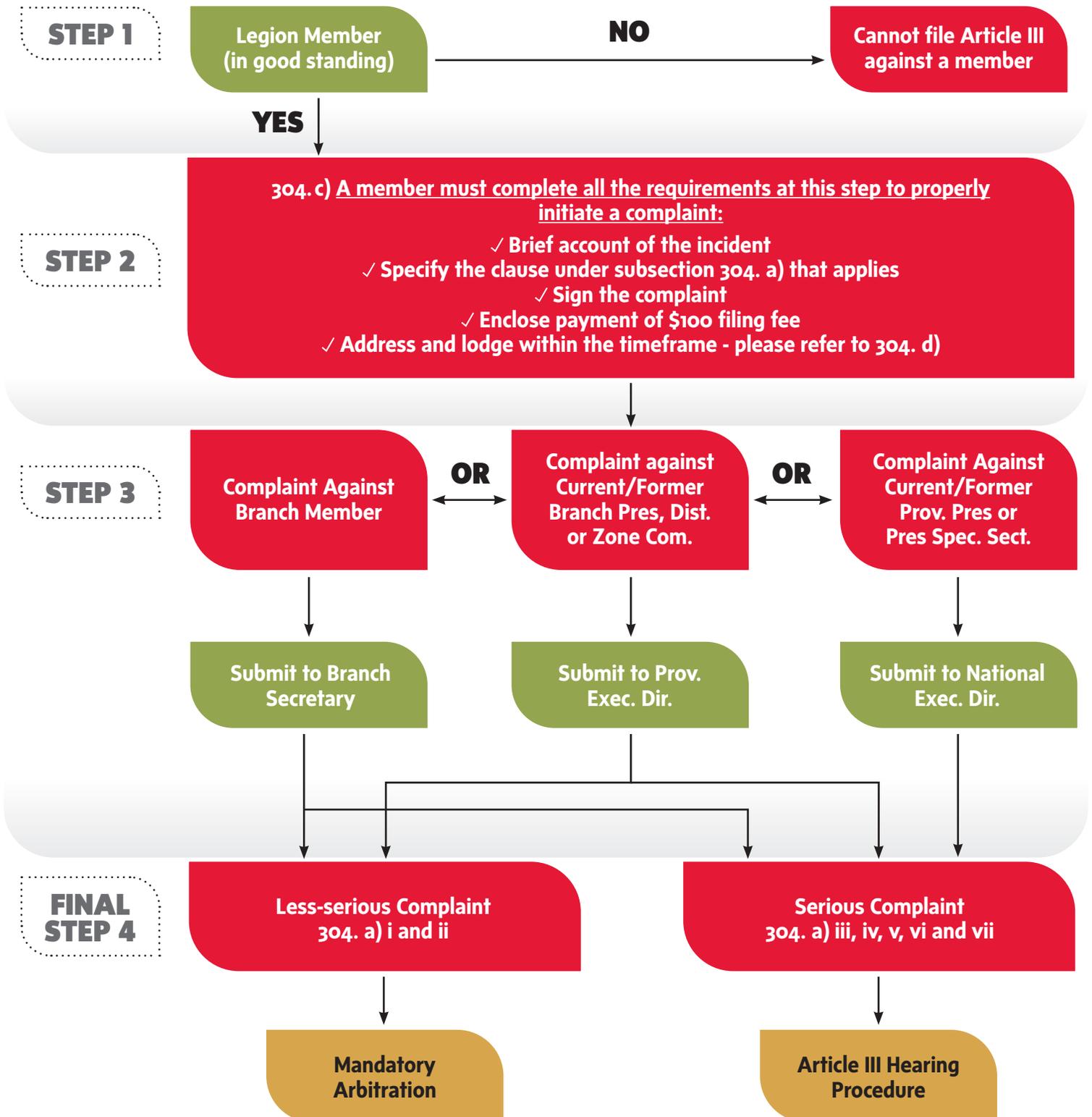


# ARTICLE III FLOWCHART: Complaint Procedure Overview



\*Please see further Arbitration details on the next page

# Mandatory Arbitration



Breach of Clubhouse Rules or Privileges  
and/or Profane or Disorderly Conduct

**MANDATORY ARBITRATION**

**304. b ii.**

Negotiated  
Resolution

If a negotiated  
resolution is not  
reached...

Arbitrator/Arbitration Team  
determines if the complaint has  
been substantiated or not.

**311. b**

**MAY IMPOSE  
DISPOSITION**

**COMPLAINT  
DISMISSED**

**304. b iii.**

Arbitration decision is final, unless an error has been  
made in interpretation of by-laws. Appeal can be filed with  
Branch President within 10 days.