



Complaints procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

1. They should report the matter to the club secretary or another member of the Committee.

The report should include:

- Details of what, when and where the occurrence took place
- Any witness statement and names
- Names of any others who have been treated in a similar way
- Details of any former complaints made about the incident, date, when and to whom made
- A preference for a solution to the incident.

2. The Club's Management Committee will sit for any hearings that are requested.

3. The Club's Management Committee will have the power to:

- Warn as to future conduct
- Suspend from membership
- Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.

Discipline

Every member of the club has signed up to one or more codes of conduct and is expected to maintain a high standard of behaviour. However codes of conduct can only be effective if there is a disciplinary process to support them. It is essential that the club is seen to be fair and consistent in dealing with misconduct.

The club committee will appoint a disciplinary committee to deal with serious breaches of codes of conduct as and when they arise. The disciplinary committee will have a number of options available to it depending on the serious of the actual case it is considering.

Possible sanctions include:

- Verbal warning
- Written warning
- Exclusion from specified number of matches
- Exclusion from team for the remainder of the season
- Refusal to register with team for future season
- Exclusion from membership of the club

The Club aims to provide a safe and enjoyable environment for players to develop their football skills. To enable this to happen the Club expects that all players and parents conduct themselves in a sensible and respectful manner towards club



officials, their team, other club officials and players, referees and league officials at all times.

Players (their parents/guardian/carer) are responsible for the payment of any yellow or red cards received during a game. This must be paid to the Club within 14 days of the offence.