



**CHARTER STANDARD
COMMUNITY CLUB**

COMPLAINTS PROCEDURE

If any Club member feels that they have a grievance, or that the Club Policies, Rules or Codes of Conduct have been broken, they should follow the procedures below:

1. Report the matter to the Club Secretary or another member of the Executive Committee. The report should include:

- Details of what, when and where the occurrence took place.
- Any witness statement and names.
- Details of any former complaints made about the incident.
- A preference for a solution to the incident.

2. The Club's Executive Committee will sit for any hearings that are required, to facilitate arbitration and conflict resolution.

3. The Club's Executive 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 Code of Conduct.

or

If a member wishes to complain about any matter pertinent to the Club, such as a breach of the Constitution, Team Charter, Codes of Practice or other Club policies or procedures, the procedure below should be followed.

1. Report the matter to the Club Secretary, age group year representative or another member of the Club Committee who will pass it to the Club Secretary. The report should include information such as:

- Details of the complaint e.g. what, when and where an incident took place.
- Names of witnesses and statements from them.
- Names of others similarly affected.
- Whether the complaint has been made before and, if so, details of to whom and when.
- Preferred action.

2. A sub-committee of the main Committee consisting of the Chairman, Secretary and Child Welfare Officer, and/or any other committee member those three positions deem relevant, will consider the matter and seek a resolution.





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3. If the matter is serious or cannot be resolved by the sub-committee, it will be considered by the full Committee, which may refer the case to the relevant league committee or Nottinghamshire FA to help seek a resolution.

4. Under the Constitution, the Committee may unanimously and for good reason terminate the membership of any individual or member of the football club, whether it be a player or a coach. They also have the right to take action against any player's parent should they break the Charters or Constitution of the club and bring the club into disrepute by their actions or words.

This is provided that the individual concerned or the appointed representative of the individual concerned (as the case may be) shall have the right to appeal, and be heard by the Committee, accompanied by a friend, before a final decision is made.

