



## Ellwood (Youth) FC

### Complaints Procedure

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

- At the first instance of a complaint you should raise your concerns with your immediate team manager.
- If you feel that your complaint has not been dealt with fairly or you cannot approach your immediate manager, then you should report the matter to the Club Secretary or another member of the Clubs Executive Committee as soon as possible.

The report should include:

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

The Clubs Executive Committee will sit for any hearings that are requested:

- The Clubs Executive Committee will have the power to:
- Warn as to future conduct
- Suspend from membership
- Remove membership any person found to have broken the Clubs Rules Policies or Codes of Conduct

Note. Verbally raising a complaint with a committee member is not deemed to be suitable as this is subject to misinterpretation. All complaints must be raised in writing to Cheryl.meredith763@btinternet.com or a letter delivered by hand.