



Farncombe Youth Football Club

Club 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 Codes of Conduct has 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:

- i. Details of what, when and where the occurrence took place;
 - ii. Any witness statement and names;
 - iii. Names of any others who have been treated in a similar way;
 - iv. Details of any former complaints made about the incident, date, when and to whom made;
 - v. A preference for a solution to the incident.
2. The Club's Management Committee will sit for any hearings that are requested.
3. A member of the Club's Management Committee will respond to the report in writing.
4. The Club's Management Committee will have the power to:
 - i. Warn as to future conduct;
 - ii. Suspend from membership;
 - iii. Remove from membership any person found to have broken the Club's Policies, Rules or Codes of Conduct.