

LETCWORTH GARDEN CITY EAGLES YOUTH FC

CLUB COMPLAINTS PROCEDURE

Any member who feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, should follow the procedures below.

In the first instance a parent who is aggrieved about an incident or the action taken by a team manager or club officer should seek to resolve the problem with the team manager/ club officer concerned, if necessary by taking informal advice from an executive committee member.

If no resolution can be found by these means:

1. They should report the matter to the Club Secretary or Chairman.

The report should include:

- details of the nature of the complaint, when and where the occurrence took place
- names of any witnesses, and contact details if appropriate
- details of any previous discussions and attempts to resolve the issue with a team manager or club official
- A preference for a solution to the problem

2. If the problem remains unresolved it shall be referred to a panel of club members drawn from the club's Executive Committee, which will consider written and verbal evidence relating to the incident or complaint.

3. If the incident has been witnessed by a club officer, or the complaint has been referred to the club by an officer, he/ she must complete a written report either in hard copy or by e mail to the club Chairman or Secretary.

4. The Panel shall not include any person who was a witness to the incident or any club officer who has previously been involved in trying to resolve the complaint or who is the subject of the complaint, but that person may appear before the Panel as a witness.

5. The Panel shall consist of a minimum of 3 members and maximum of 5 members.

6. The Panel 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 or Codes of Conduct.

