

## Club Complaint and Disciplinary Procedure

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally. It is the policy of Pannal Ash JFC to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

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, the following procedures should be followed:

### Informal Procedure

- i. Discuss the complaint with the aggravator and seek a resolution as soon as practical.
- ii. Talk directly face to face.
- iii. Avoid emails
- iv. Where no satisfactory solution is possible, initiate a formal Grievance procedure.

### Formal Procedure

You should report the matter in writing to the Club Welfare Officer, Club Secretary or Club Chair as soon as possible in accordance with the FA Charter Standard Club Programme Complaints Procedure. At no time during this procedure should the complaint be communicated other than to the people here mentioned.

Your 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 who made.
- v. A preference for a solution to the incident.

The Club Disciplinary Committee will formally respond to the grievance and if necessary request further information. A hearing will be held within a timely manner where all interested parties will be called and be able to put their case forward.

Having heard all sides of the argument, the Disciplinary Committee will make a decision on how best to resolve the complaint. This decision will be communicated to all interested parties. Decisions on all grievances will be made within two weeks of the formal procedure being initiated. This decision is binding.

The Club Disciplinary Committee will have the power to:

- i. Warn as to future conduct
- ii. Suspend from membership

Remove from membership any person found to have broken the Club's Policies or Codes of Conduct