



### **Nailsea United Football 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 Code of Conduct have been broken should follow the procedures below.

1. They should report the matter to a Club Team Manager, excepting where the matter is a Child Protection concern then this should be reported directly to the Club Child Protection Officer and dealt with under the auspices of the FA Child Protection Policy and Procedures

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 whom made
  - v. A preference for a solution to the incident
2. If the matter is not resolved to the individual's satisfaction, the matter should be reported (to include items i to v of Section 1) to the Club Chairman or Vice-Chairman for further consideration.
3. The Club's Management Committee will sit for any hearings that are requested
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 or Codes of Conduct.