



# **COLDLANDS COLTS FOOTBALL CLUB**

## **Club Complaints Procedure**

In the event that any Member or Members Representative feels that they have suffered discrimination, harassment, bullying, or other child welfare issue, they should report the matter immediately to the Clubs Welfare Officer who will deal with the matter under the Clubs "Safeguarding Children Policy".

If the complaint is in regard to any alleged breach of the Club Rules & Constitution, Charter, Codes of Conduct, or other policies and procedures [and not covered by the above child welfare provisions], the procedure detailed below must be followed:

In the first instance the matter should be referred to the Club Secretary or another Officer of the Club. If deemed appropriate the Club Secretary or Club Officer will inform the Clubs Welfare Officer and the matter will be handled in accordance with the Safeguarding Children Policy. If the matter does not involve child welfare issues then the claimant will be requested to submit a formal complaint as follows:

The complaint must be in writing and shall include:

- Details of the complainant and the person against whom the complaint is being made (defendant)
- Details of what, when and where the occurrence took place
- Details of any witnesses
- Names of any others who have been treated in a similar way
- Details of former complaints made about the incident, date, when and to who made.
- A preference for a solution to the incident.

The Officers of the Club will be responsible for hearing the case, determining the outcome and deciding on any sanction that is appropriate and proportionate, given all the circumstances of the case.



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If the complaint is minor in nature (Minor Infringement as defined within the Disciplinary Code) then the matter can be dealt with as follows:

- The Club Secretary or Club Officer will hold informal discussions with all involved and prepare a short report for discussion and resolution by the Officers of the Club in joint session.
- Sanctions available will be those defined in the Disciplinary Code for Minor Infringements.

If the complaint is considered serious (i.e. a Major Transgression as defined in the Disciplinary Code) then a formal hearing will be convened to decide the case. In which case the following procedure will apply:

- Club Secretary, or Club Officer will formally interview all concerned (including any witnesses) and prepare a written record of those interviews, which will be jointly signed and dated by the Officer and Interviewee as a true record of that interview
- The Club Secretary will convene a formal hearing and notify all parties. Both the claimant and defendant may attend and/or be represented and may bring with them such other evidence or witnesses, including those attesting to character as they may deem necessary.
- The Hearing will be chaired by the Club Chairman and comprise a panel of:
  - Club Secretary
  - Treasurer
  - Senior Coach
- If the complaint is being made by an Officer of the Club, or is about an Officer of the Club they shall not sit on the panel. The Welfare Officer or another member of the Management Committee may be co-opted onto the panel as replacement.
- If the case involves the Chairman then that position will be taken by the Club President.



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- The Hearing will listen to all the evidence presented by the parties and shall have read all written evidence including that compiled from the record of formal interviews.
- The Hearing will decide the case and determine what sanction, if any, is appropriate in accordance with the Disciplinary Code.
- If dissatisfied with the decision of the Hearing both the Complainant and Defendant may appeal that decision to the President of the Club, whose decision shall be final and binding on all parties.