



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, in the first instance, seek to resolve the issue with the team manager/club officer concerned. If necessary, informal advice may be taken from another club officer.

Should it not be possible to find an acceptable solution, the member is entitled to follow the procedure below.

1. Report the matter, in writing, to the Club Secretary or Chairman

The written report should include:

- Details of any previous discussions and attempts to resolve the issue
- Details of the nature of the complaint, including when and where the occurrence took place
- Names of any witnesses, and contact details if appropriate
- A preference for the solution of the issue

The report is to be received by the Club Secretary or Chairman within 72 hours of the alleged occurrence. An attempt will then be made to resolve the issue once more.

2. Refer the matter to a Complaints Panel

Should the issue remain unresolved, it shall be referred to a Panel drawn from the club's committee which will consider written and verbal evidence relating to the incident.

- The Panel shall consist of 3 committee members, one of which will act as the chair
- The Panel shall not include any person who was a witness to the incident
- The Panel shall not include any club officer who has been involved in trying to resolve the issue, or is the subject of the complaint; that person, however, may appear as a witness
- The member is entitled to call upon up to 2 witnesses to the hearing

The Panel shall consider the statements given during the meeting, and will have the power to:

- Take no further action
- Warn as to future conduct
- Suspend from membership
- Remove from membership