



## EPPING YOUTH FOOTBALL CLUB 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 Codes of Conduct have been broken, and feels it is necessary to make a formal complaint, the following procedures are in place: -

1. They should **report**, in writing, the matter to the Club Secretary.

*The report should include:*

- a) Details of what, when and where the occurrence took place
- b) Any witness statements and names
- c) Names of others (if any) who have been treated in a similar way
- d) Details of any former complaints made about the incident date, including when and to whom the complaint was made
- e) A preference for a solution to the incident

2. The Club's General committee will sit for any hearings requested

3. The Club's General Committee will then have the powers to:

- a) Warn as to future conduct
- b) Suspend from membership – pending enquiries
- c) Remove from membership any person found to have broken the Club's Policies, Codes of Conduct or has been deemed to have brought the Club into disrepute.