

## **Woodley Town Football Club Complaints Procedure**

In the event that any player, team manager, coach, club official, parent or spectator feels that he or she has suffered discrimination in any way, or that the Club Constitution or Codes of Conduct have been broken or not adhered to, they should follow the procedures below:

1. report the matter to the General Secretary or either Secretary of the adult or youth sections of the Club.
2. the report should include:
  - precise details of the occurrence in terms of what, when and where the occurrence took place.
  - any witness statement and names.
  - names of any others who have allegedly been treated in a similar way.
  - details of any former complaints made about the incident, the date, and when and to whom made.
  - a preference for a solution to the incident.
3. the Club's Executive Committee shall sit for any hearings that are requested.
4. the Club's Executive Committee shall, where any person is found to have breached the Club Constitution or Codes of Conduct have the power to:
  - warn as to future conduct
  - suspend from membership
  - remove from membership
  - request that they do not attend any Woodley Town FC event be it matches, training or of a social nature. (Where this relates to a parent, the Club shall endeavour to make alternative arrangements for their child to attend training and / or matches)