



CHARTER STANDARD  
CLUB



## Felpham Colts FC Complaints Procedures

### **Complaints Process**

In the event that any club member feels that they have suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken, they should follow the process below:

They should report the matter to the Club Welfare Officer, Chairman or club secretary as appropriate to the nature of the complaint.

The report should include:

Details of what, when and where the occurrence took place

Any witness statement and names

Names of any others who have been treated in a similar way

Details of any former complaints about the incident, date, when and to whom made

A preference for a solution to the incident

### **Investigate**

The Club will conduct an investigation into the complaint, including, Interview individuals concerned to investigate the complaint. Make a summary and action plan with timelines. Subject to confidentiality, communicate the action plan to all the key individuals involved

### **Findings & Outcome**

Once investigated and if a complaint is found it will be taken to Felpham Colts FC complaints committee consisting of and led by the Chairperson, with the Club Secretary, Welfare Officer and one other senior committee member being a quorum of 4 to decide on the appropriate outcome.

The Club Officers will have the power to:

Warn as to future conduct

Suspend from membership

Remove from membership any person found to have broken the Club's Policies or Codes of Conduct

As per our constitution there will be no appeal procedure.