



## **Club Complaints & Disciplinary Procedure – Version 3.0**

In the event that an official or member feels that he or she has suffered discrimination in any way, or that the Club Constitution, Policies, Rules or Code of Conduct have been broken, they should follow the procedures below.

1. They should, within four weeks of the incident, report the matter preferably in writing, to the Club Child Welfare Officer email [cwo.guiseleyjfc@gmail.com](mailto:cwo.guiseleyjfc@gmail.com) who will consult with the Club Management Committee as required.

The report should include: -

- a) Details of what, when, and where the occurrence took place.
  - b) Any witness statement and names.
  - c) Names of any others who have been treated in a similar way.
  - d) Details of any previous complaints made about the incident, date, when and to whom made.
  - e) A preference for a solution or resolution to the incident.
2. The complaint should be acknowledged by the recipient within a period of seven days.
  3. A formal response should be provided within 21 days. If the Club's Management Committee or a representative section are required to meet as part of the complaint this will be arranged and responded to within a period of 28 days. If the complaint is complex and requires further investigation there maybe the requirement for additional time –if this is the case the complainant will be informed and a deadline communicated.
  4. The Club's Management Committee or appointed Club Officer will have the power to: -
    - a) Uphold the complaint and where appropriate issue an apology or an agreed course of remedial action
    - b) Issue a warning as to future conduct and the repercussions if there is a recurrence
    - c) Suspend from membership
    - d) Remove from membership (expel)