

Ely City Crusaders FC

CLUBS COMPLAINTS AND DISCIPLINARY PROCEDURE

It is the experience of the club that the majority of concerns or complaints raised by members or their parents can be solved quickly and simply by the member's coach or manager. All members and parents will be encouraged to discuss any concerns or complaints they may have with their coach or manager in the first instance. Following this and where required the following complaints and disciplinary procedure will be followed in full.

Aims of this Procedure.

That Members of the club shall use their best endeavours to ensure that they and others conduct themselves so that the business and affairs of the club are carried out to meet the aims and ambitions of:

- a. The Rules and Regulations of the Football Association and parent County Football Association.
- b. The Rules and Regulations of the Competitions in which the club participates.
- c. The Club – in terms of their Constitution, Codes of Conduct, Equity Policy, Child Welfare Policy.

Who will manage this procedure?

The Club Committee, who will establish a Sub Committee to deal with all items of Discipline and Complaints.

- The Sub Committee must have at least 3 Committee Members and will include the club chair or vice chair. Other members will be as appropriate, appropriate age group representatives as an example.
- The Club Welfare Officer must be included where the club is a Youth Club.

Complaints Procedure.

Where a Club member is aware of a non compliance (Coach using inappropriate training methods etc... as an example) of the aims as mentioned above then the club member should follow the complaints procedure as follows:

- 1 The club member must present evidence of the non compliance in writing to the Club Secretary or the Club Welfare Officer within 7 days of the non compliance becoming apparent.
- 2 The Club Secretary or the Club Welfare Officer must arrange a meeting of the Sub Committee (As defined in the procedure above) to consider the complaint within 14 days of receipt of the complaint.
- 3 The member presenting the complaint may bring one other member as support (Who will not be allowed to present any information) and may call upon three witnesses in support of the complaint.

Disciplinary Procedure.

Where the Club Committee is made aware of a non compliance (member not following codes of conduct etc... as an example) of the aims as mentioned above then the Club Committee should follow the Disciplinary Procedure as follows:

- 1 The Club Secretary or the Club Welfare Officer must present information concerning the non compliance in writing to the Sub Committee within 7 days of it becoming apparent. The issue should also be made aware to all Club Committee members.
- 2 Where the non compliance involves a club member or members then the Club Secretary or Welfare Officer must call those involved in writing detailing the non compliance, with any evidence, to meet with the sub committee to consider the non compliance within 14 days of the sub committee meeting detailed in point 1 above.
- 3 At the meeting, the Sub Committee should present the case. Where one club member is involved, the Club Member may bring one other member as support (Who will not be allowed to present any information) and may call upon three witnesses in support.
- 4 The Sub Committee may call appropriate club members to help resolve the issue.
- 5 The Sub Committee shall then discuss the information and reach an outcome, which must be communicated, to the member or members concerned in writing within 2 days of the meeting.

Outcomes.

The Sub Committee has the power to:

- 1 Specify the expectations of those members involved.
- 2 Specify Training.
- 3 Warn as to future conduct.
- 4 Suspend from membership.
- 5 Remove from membership.

Appeals.

The member/s has the right to appeal the outcome of the Sub Committee. In this situation members of the full committee not involved with the sub committee, other than the Chair or Vice Chair, must meet following the process detailed in the appropriate procedure above. There is no further right of appeal.