If you feel that you have suffered discrimination or that a club Rule, Policy or Code of Conduct has been breached, the following should guide you with regards to the next step:

**HOW TO SUBMIT A COMPLAINT TO THE CLUB?**

1. Submit to the Club Safeguarding Officer in first instance. If however the concern relates to a technical aspect, then submit to appropriate age group coach.
2. Direct to Club Secretary, Chairman or Club Committee.
3. Must be put in writing to the Club Committee.

**WHAT SHOULD YOUR REPORT CONTAIN?**

1. What, when, and where it took place
2. Any witnesses & their names
3. Names of others who may have been treated similarly
4. If any former complaints have been made – detail when, where and to who was the complaint made to
5. A preference for a solution to the matter

*Note: use SG1 Safeguarding Incident Referral Form if necessary, available in the FAW Safeguarding Kit Bag.*

**WHAT SHOULD HAPPEN NEXT?**

1. Club's Committee will sit for any hearings that are requested, carry out an investigation and appoint a panel
2. Club Committee's powers: The following possible outcomes can be considered:
   - Verbal Warning
   - Written Warning
   - Order to undertake further training/attend FAW courses
   - Exclusion from X amount of number of matches
   - Exclusion from training sessions
   - Removal from team for remainder of season
   - Refusal to re-register with the team for future seasons
3. Rights of Appeal:
   - If aggrieved by the decision of the club, the club should communicate to you your right of appeal (usually to the Area Football Association)
   - Any request made for an Appeal Hearing should be made either to the Secretary or Chairperson within [insert number] days of the Disciplinary decision.
   - An Appeal Hearing should be convened within [insert number] days of the request for an Appeal being submitted

**OTHER**

If complaint relates to a member of the Club committee, then there is a right to report directly to the Area Football Association.

The Area Football Association may also decide that a punishment is required following a report from a referee/participant.

**PLEASE NOTE:** In order for the club to carry out its investigation effectively it may be necessary to place an individual under suspension. This is not however an assumption of guilt.

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If you are unclear about any of the above, please contact the Area Association/FAW Rules & Regulations.

www.faw.org.uk