



# COMPLAINTS & DISCIPLINARY PROCEDURES

Football Club's Complaints and Disciplinary Procedures.

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  days of the Disciplinary decision.
- An Appeal Hearing should be convened within  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.**

**In first instance, please direct your concern to:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Contact Tel No:** \_\_\_\_\_

**IF YOU ARE UNCLEAR ABOUT ANY OF THE ABOVE,  
PLEASE CONTACT THE AREA ASSOCIATION/FAW RULES & REGULATIONS.**