



COMPLAINTS & DISCIPLINARY PROCEDURE

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally. It is the policy of Halls AFC to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

In the event that the Club Policies, Rules or Code of Conduct have been broken, and potentially a member has been informally suspended from the Club by a Manager or other Club Official, or a member feels that they have suffered discrimination in any way, they should follow the formal procedures below:

1. They should report the matter immediately to the **Club Secretary or CWO** - or another member of the Committee in their absence. 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 former complaints made about the incident, date, when and to whom made
 - e) A preference for a solution to the incident.

2. The Club Committee will make arrangements to investigate the matter, typically through the Club Welfare Officer (CWO) who will lead the proceedings and make recommendations back to the Committee. The CWO has an array of FA guidance, as well as contact with the County FA and their appropriate officers for direct advice where necessary.

3. In some cases, the CWO, Club Secretary and/or Chairman, may decide to form a sub-committee of at least 3 Committee members including the CWO. This may also include any other invited club officials or relevant football delegates to the sub-committee.

4. The Club Committee (or sub-committee) will have the power to:
 - a) Warn as to future conduct
 - b) Formally suspend from membership / continue a suspension of membership
 - c) Remove from membership

Notes

Informal/temporary suspensions that may be handed out by a Manager, or other Club Official, must be reported to the Club Secretary or CWO immediately to make a decision with how to proceed.

Decisions on all grievances will attempt to be made within two weeks of the formal procedure being initiated, and with the intention of the sooner the better, however more complex issues will dictate this time-frame which may be extended and adapted as necessary.

The decision of the Committee is binding, however all members have a right to one appeal at the first stage, and can request a one to one hearing. Details of how to appeal will be given within any letter of formal suspension or removal of membership.