

# Complaints & Disciplinary Policy

Cullercoats Football Club

Last Updated: January 30th, 2023

## 1. OVERVIEW

This policy outlines the processes that will be followed by Cullercoats Football Club ('The Club') for all complaints, and any subsequent disciplinary proceedings.

## 2. COMPLAINTS OVERVIEW

The Club will follow official FA guidelines when dealing with complaints against a person or persons where there is deemed no child safeguarding issue. All concerns about child welfare and safeguarding are dealt with by our club welfare officers. Details of how these issues will be dealt with can be found in our Safeguarding Children Policy.

In the event that any member of the club or public that feels they have suffered a grievance in any way then the following procedures should be followed.

## 3. SUBMITTING A COMPLAINT

Complaints can be made verbally or in writing to any Club volunteer.

Initial complaints should be followed up by submitting a written report within seven days of the occurrence of the incident, as follows:

- All complaints relating to the youth section of the club (U7 - U16) should be submitted in writing to the Club Welfare Officer ([welfare@cullercoatsfc.co.uk](mailto:welfare@cullercoatsfc.co.uk)).
- All complaints relating to the senior section of the club should be submitted in writing to the Club Secretary ([secretary@cullercoatsfc.co.uk](mailto:secretary@cullercoatsfc.co.uk)).
- If a complaint relates to the Club Welfare Officer or Club Secretary, it should be sent in writing to the Club Chairperson ([chairperson@cullercoatsfc.co.uk](mailto:chairperson@cullercoatsfc.co.uk)).

Any written complaint must contain the following information:

- Your name and contact details
- The Who, What, Where and When of the incident
- An account of the alleged incident
- Name of any witnesses who can substantiate the claim
- A preference for a solution to the incident

All complaints **must** be received within the timeframe specified above. This ensures the complaints procedure maintains accurate witness accounts. Failure to submit a complaint within the specified timeframe above may result in the Management Committee rejecting a complaint.

Complaints regarding serious offences will always be investigated, regardless of timeframe.

## 4. COMPLAINTS HANDLING PROCEDURE

Once a complaint has been received in writing, the Club will;

- Treat all communication in the strictest of confidence
- Acknowledge your complaint within 24 hours of receipt of the written complaint
- Invite a response from all parties concerned, if deemed necessary
- If possible, an informal resolution to the complaint will be sort first
- If an information resolution cannot be reached, then the formal disciplinary procedure in the following sections will be followed to reach a formal resolution
- Complaints will dealt with by the Club Welfare Officer, Secretary and Chairperson

If an individual is unhappy with the outcome of their complaint, they can appeal to the Club Management Committee. All appeals should be made in writing to the Club Chairperson ([chairperson@cullercoatsfc.co.uk](mailto:chairperson@cullercoatsfc.co.uk)).

The Management Committee will meet within 10 days of receipt of any appeal submitted. The outcome of an appeal to the Management Committee will be final. Individuals have the right to seek guidance from the county FA if they feel they have been treated unfairly by the Club.

## 5. DISCIPLINARY PROCEDURES

The club expects all members, parents, coaches and volunteers to abide by the Club rules and code of conduct as well as relevant league and FA rules at all times. Any person who breaches these expectations may be subject to one or more of the following disciplinary actions:

- Verbal warning
- Written warning
- Exclusion from a specified number of matches or training sessions
- Exclusion from all team activities for a specified period of time
- Exclusion from all club activities for a specified period of time
- Permanent exclusion from all club activities

## 6. FA IMPOSED DISCIPLINARY SANCTIONS

The Club is required to action any disciplinary sanctions issued by The FA. Should a complaint be made to both the Club and The FA, any disciplinary sanctions imposed by The FA will be in addition to Club imposed sanctions.

## 7. RECORDS

The Club Welfare Officer will maintain a record of all complaints including the initial written complaint, documentation of any further conversations and the outcome of the complaint.