

## Lowdham Colts Complaints & Disciplinary Procedure

In the event that any member feels that he or she has a valid complaint or has suffered discrimination in any way or the Club Policies, Rules or Code of Conduct have been broken then they should follow the procedure below.

They should report the matter in writing to Club Chairman, Club Treasurer, Club Secretary or Child Welfare Office

The report should include:

1. Details of what, when and where the occurrence took place
2. Any witness statement and names
3. Details of any former complaints made about the incident, date, when and to whom made
4. A preference for a solution to the incident.

The complaint will be heard by any three of Club Chairman, Club Treasurer, Club Secretary or Child Welfare Office “the Complaint committee”

If there is an appeal against the decision of the Complaints Committee then this will be heard by an ad hoc committee appointed by the Club Management Committee. This appeal must be made in writing within 14 days and specify the grounds for the appeal

If the complaint is with regard to the Club’s Management Committee the member has a right to report the complaint direct to the relevant County Football Association

The Club’s Complaints Committee will have the power to:

1. Verbal warning
2. Written warning
3. Exclusion from specified number of matches
4. Exclusion from specified number of training sessions
5. Removal from team for the remainder of current season
6. Refusal to register with team for future season (where applicable)

These actions can be taken separately or together and will be commensurate with the offence. The Club is required to follow league, County and FA rules.