

Witchford Colts Football Club - Complaints and Discipline procedure

Updated June 2022

At Witchford Colts Football Club we are committed to the wellbeing and welfare of the children, young people and families who are part of our teams.

We are keen to hear any comments or complaints, and seek to resolve any issues in a timely manner.

We are hopeful that any low-level issues or difficulties with our Club Members could be resolved quickly with a discussion, either directly with their Coach, or by contacting a Committee Member, without the need for a formal complaint process.

If there is requirement for a formal process the Club Member should outline their complaint in writing to the Club Secretary within 7 days of the incident.

Helen Edwards

tel:07841 336 986

email: wcfc-secretary@hotmail.co.uk

The Club Secretary will then arrange a meeting of the Committee Members within 14 days of receipt of the written complaint. The meeting allows the Club Member to present their complaint, and the Club Official to present their views. The Committee Members can seek to invite the views of any other interested party (other players/parents/coaches) to support their decision making.

The committee have the right to –

- Specify the expectations of those members/officials involved
- Specify training
- Warn as to future conduct
- Suspend from membership
- Remove from membership

The Club Member has the right to appeal the decision of the committee within 7 days, whereby a further committee meeting can be arranged if this is felt necessary. This will then be the final decision, with no further right to appeal.

Club Member – child/young person/parent/carer

Club Official – Committee Member/Coach/Asst Coach

This procedure should be followed alongside –

- Code of Conduct for Coaches/Players**
- Safeguarding Policy/Procedure**
- FA Respect Code**