



Brendon 66 Youth Football Club

Founded 1966



Affiliated to the Hampshire Football Association

Club Complaints Procedure and Grievance Policy

Brendon 66 Youth FC - Complaints Procedure and Grievance Policy

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 informally whatever issues arise.

However, there will be occasions where issues cannot be resolved informally.

It is the policy of Brendon 66 Youth FC to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

Informal Procedure

- Discuss the complaint with the aggravator and seek a resolution as soon as practical.
- Talk directly face to face.
- Avoid emails
- Where no satisfactory solution is possible, initiate a formal grievance procedure.

Formal Grievance Procedure

As soon as practical, describe the complaint in writing to the Brendon 66 Youth FC Chairman in accordance with the FA Charter Standard Club Programme Complaints Procedure.

- The grievance must state the alleged issue, and in your view a suggested resolution to the grievance.
- A Grievance Panel will be formed consisting of three members of the Brendon 66 Youth FC Club Committee.
 - The Grievance Panel will formally respond to the grievance and if necessary request further information.
- A Grievance hearing involving all interested parties will be called, where all sides can put their case forward.
- Having heard all sides of the argument, the Grievance Panel will decide on how best to resolve the complaint. This decision will be communicated to all interested parties.
- Decisions on all grievances will be made within two weeks of the formal procedure being initiated.
- The decision of the Grievance Panel is binding and no appeal is allowed.



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If any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken, they should follow the procedures below:

1. Notification of the intention to appeal shall be made in writing to the Club Secretary or another member of the Committee within 7 days of notification of the decision to be appealed against.

2. The date of notification of the decision shall be the date of the written decisions or, if applicable, the date of the written reasons for the decision.

The report should include:

- a) Details of what, when and where the occurrence took place
- b) Any witness statements 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.

3. The Club's Management Committee will sit for any hearings that are requested.

4. Appeal proceedings shall be conducted how, when and where the Club's Management Committee considers appropriate.

5. The Club's Management Committee will give no less than 7 days' notice of the date, time and venue of the appeal.

6. The Club's Management Committee shall proceed in the absence of any individual unless it is satisfied that there are reasonable grounds for the failure of the individual to attend.

7. The Club's Management Committee will have the power to:

- a) Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
- b) Suspend from membership
- c) Warn as to future conduct.