

Policy, Procedure and Rules for unacceptable behaviour and associated disciplinary proceedings.

Complaints

Verbal or written complaints can be made to the Club Manager(CM) or the Management Committee(MC) within one week of an incident. Where disputes between members are unresolved the CM may be requested by the affected Members to mediate an outcome. The CM shall have discretionary powers to arbitrate any complaints where the CM believes they can be resolved without taking a formal complaint to the Committee. In this situation all parties must agree that the outcome of the arbitration is satisfactory to all.

The aim is to resolve quickly those issues that are unintentional or minor in nature.

Those issues that cannot be resolved in this way can be progressed by an aggrieved member or by the CM using the following formal procedure.

The receipt of written complaints will be promptly acknowledged, in writing (generally by email).

Procedure

A procedure initiated by a member requires a written complaint setting out the particulars of the incident. The CM will agree with the Member the extent of confidentiality to be applied. However, the member complained about must be advised of the complaint if it is to be recorded or investigated. The written complaint cannot be kept confidential from members of the MC though it can be withheld by the President, on advice from the CM from any such member that may have a conflict of interest with the complainant, or the person who is the subject of the complaint. The President will determine whether such a conflict arises.

The CM will notify the other party or parties, conduct an investigation and determine a recommended course of action. This recommendation will be considered by an ad hoc sub-committee of the MC consisting of not less than two members appointed by the President. Whenever possible this procedure should be completed within six weeks. The CM will also ensure the complainant is kept informed about the progress of the complaint, and its resolution.

A Member affected by such a determination will have two weeks to appeal to the MC. A separate ad hoc sub-committee of not less than two members of either the MC or club Members will be appointed at the discretion of the President. Members of the original sub-committee will not be eligible to join the appeals committee, however they may be asked to provide information about their decision making process.

A procedure initiated by the Club Manager follows the same process as set out above, however any sanction is to be approved by the President or MC.

Sanctions

The sanctions to be applied in this formal process may consist of, but need not be limited to fines, suspension and expulsion.

The manager will maintain a Complaints Register of all complaints regarding Player Behaviour, including the final outcome of the investigation.

In the case of suspension or expulsion the CM will notify the directors employed by the club.

7/05/2021