

# **Herne Bay Youth Football Club**

*Affiliated to the K.C.F.A*



## **Club Complaints Procedure Season 2011 / 2012**

## **Club Complaints Procedure**

In the event that any playing member of Herne Bay Youth Football Club, their parents/guardians, or any volunteer feels that he or she has suffered discrimination in any way or that the Herne Bay Youth's Policies, Rules or Codes of Conduct have been broken, they should follow the procedures here.

- (1) They should report the matter in the first instance to the Club Secretary or another member of the Club Committee, who must then pass immediately to the Club Secretary.

The report should include the following:

- Details of what, when and where the occurrence took place
  - Any witness statements and names
  - Names of any others that have been treated in a similar way
  - Details of any former complaints made about the incident, date, when and to whom
  - A preference for a solution to the incident
- (2) The Club Committee will sit for any hearings that the Club Secretary feels are required.
  - (3) If any person is found to have broken the Club's Policies or Codes of Conduct, the Club Committee will have the power to instigate the Disciplinary Procedure and have the power to:
    - Warn as to future conduct
    - Suspend from membership
    - Remove from membership

If the complaint is in regard to the Club's Committee, the member has the right to report the discrimination to the Kent County FA.

The Club's Child Protection Policy should be referred to in any issues involving Child Protection Issues. For these, the Club Welfare Officer is the first point of contact for all club members and parents/carers regarding concerns for the welfare of any child or young person. They liaise directly with the CFA CPO and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of poor practice and abuse amongst club members.

SIGNED CHAIRMAN : \_\_\_\_\_ DATED : \_\_\_\_\_

SIGNED SECRETARY: \_\_\_\_\_ DATED : \_\_\_\_\_