

# Tadworth Football Club

(hereinafter referred to as 'The Club')

## **Club Complaints Procedure**

In the event that any member feels that he or she has suffered discrimination in any way, or that The Club Rules, Policies and/or Code of Conduct have been broken, the Member should follow the Club Complaints Procedures detailed below.

1. The Member should report the matter to the Club Secretary or another member of The Club Committee. The Member's Report should include:
  - i. Details of what, when and where the incident took place,
  - ii. Names and statements of any witnesses,
  - iii. Names of any others who have been treated in a similar way,
  - iv. Details of any former complaints made about the incident such as the dates the complaints were lodged and to whom, and
  - v. A preference for a solution to the incident.
2. The Club Committee will sit for any hearings that are requested. Requests should be submitted in writing to the Club Secretary. The Club Committee will sit within twenty one (21) days of receipt by the Club Secretary of the written request.
3. The Club Committee will have the power to:
  - i. Warn as to future conduct,
  - ii. Suspend from membership, or
  - iii. Expel from membership any member found to have breached the Club's Policies and / or Code of Conduct
4. The decision of The Club Committee is final. There is no appeal procedure.