



## **FA Standard Rye Bay Football Club Complaints Procedure**

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 in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally. It is the policy of Rye Bay FC to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion. If the incident involves safe guarding and welfare the Clubs Welfare officer must be contacted.

### **Informal Procedure**

- Discuss the complaint with the aggregator 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**

The Grievance should include:

- Details of what, when and where the occurrence took place
- Any witness statement and names
- Names of any others who 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

1. As soon as practical issue a description of the complaint in writing to the Rye Bay FC Chairman in accordance with the FA Charter Standard Club Programme Complaints.

2.The Club's Management Committee will sit for any hearings that are required.

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

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

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