

The FA Charter Standard Club Programme Club Complaints Procedure



Club Complaints Procedure

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

- 1 They should report the matter to the Club Secretary or another member of the Committee.

The report should include:

- i. Details of what, when and where the occurrence took place
 - ii. Any witness statement and names
 - iii. Names of any others who have been treated in a similar way
 - iv. Details of any former complaints made about the incident, date, when and to whom made
 - v. A preference for a solution to the incident.
- 2 The Club's Management Committee will sit for any hearings that are

- 3 The Club's Management Committee will have the power to:
 - i. Warn as to future conduct
 - ii. Suspend from membership
 - iii. Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.



Thorncliffe FC

Complaints/Grievance 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 Complaints/Grievances in an informal manner whenever issues arise.

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

Thorncliffe Football Club have a formal procedure to deal promptly and fairly with any serious differences of opinion.

Informal Procedure

- Discuss the complaint or grievance with the person(s) involved and seek a resolution as soon as practical.
- Talk directly face to face.
- Do not raise the issue on any Social Media Platform including Whatsapp or Spond as it is not appropriate for a complaint to be placed in the public domain whilst the facts surrounding the issue are being gathered.
- Where no satisfactory solution is possible, initiate the formal Complaints procedure.

Formal Grievance Procedure

As soon as practical a description of the complaint should be provided to the Club Secretary in accordance with the FA Charter Standard Club Programme Complaints Procedure.

- The complaint must state the alleged issue, and in your view a suggested resolution to the grievance.
- Details of the issue must not be placed on any Social Media Platform including Whatsapp or Spond as it is not appropriate for a complaint/Grievance to be placed in the public domain whilst the facts surrounding the issue are being gathered.
- A Grievance Panel will be formed consisting of three members of the Thorncliffe FC Committee.
- The Grievance Panel will formally respond to the complaint/grievance and if necessary, request further information.
- A complaint/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 Complaint/Grievance Panel will decide on how best to resolve the complaint. This decision will be communicated to all interested parties.
- Decisions on all Complaints/Grievances will be made within two weeks of the formal procedure being initiated.
- The decision of the Complaints/Grievance Panel is binding.
- Should the Complainant be satisfied with the Clubs decision they are able to take the complaint to the Sheffield and Hallamshire FA.