



WINCANTON TOWN YOUTH FOOTBALL CLUB



Complaints and Appeals Procedure

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

1. Within seven days of the incident taking place 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 other 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 shall be made up of no more than five members. NO manager or coach can sit on a hearing regarding his or her own team.
 3. The Club's Management Committee will sit within fourteen days of hearing of the complaint. They shall consider the complaint including calling any necessary witnesses to ensure that a fair hearing results.
 4. The Club's Management Committee will decide on the complaint and may exercise the following punishment for any person found to have broken the Club's Policies or Codes of Conduct.
 - i. Warn complainant or respondent as to future conduct.
 - ii. Suspend either from membership
 - iii. Remove either from membership

Appeals Procedure

In the event of a complainant or respondent not being happy with the decision taken by the Club committee, they may make use of the following procedure.

- i. Inform the Club Committee in writing that they wish to appeal
- ii. The Club Committee will use its reasonable endeavours to get three Wincanton Town Councillors, who are not members of the Football Club to hear the appeal.

The decision of this independent body is final