



ST PETERS IVER FOOTBALL 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 Chairman (see website or welcome pack for contact details).

Your report 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 made.
 - A preference for a solution to the incident.
 - Whether you are requesting that the chairman calls for a hearing.
2. If the chairman considers it appropriate, the Club's Management Committee will convene for a hearing. The committee consists of the Chairman; Secretary; Treasurer; Child Welfare Officer; and relevant Managers. Where necessary those involved in the complaint will not be involved in the hearing as a member of the committee.
 3. The Club's Management Committee will have the power to warn as to future conduct, suspend or remove from membership, any person found to have broken the club's policies or Codes of Conduct.