

The background of the slide is a photograph of a soccer field. In the foreground, a soccer goal with a red net is visible. Behind the goal, there is a dense line of green trees. The sky is not visible.

**CLUB**

**COMPLAINTS**

**&**

**DISCIPLINARY**

**PROCEDURES**



**IF YOU FEEL THAT YOU HAVE SUFFERED DISCRIMINATION OR THAT A CLUB RULE, POLICY, OR CODE OF CONDUCT HAS BEEN BREACHED, THE FOLLOWING SHOULD GUIDE YOU WITH REGARDS TO NEXT STEPS:**

### **HOW DO I SUBMIT A COMPLAINT?**

- If you have a safeguarding concern, please submit this in writing to your Club Safeguarding Officer & the Committee.

### **WHAT SHOULD I INCLUDE IN MY COMPLAINT?**

- What, when and where it took place
- Any witnesses and the relevant contact details
- If any former complaints have been made and to whom they were made
- Expectations as to your preferred solution for the matter

### **WHAT SHOULD HAPPEN?**

- The Club should request any necessary further information in writing
- The Club should then offer parties the chance to attend a Personal Hearing and appoint a Panel for this
- The Panel could reach a variety of outcomes, including but not limited to:
  - No further action
  - Order to complete further training
  - Verbal warning
  - Written warning
  - Exclusion from a prescribed number of matches
  - Exclusion from a prescribed number of training sessions
  - Removal from team for a prescribed time
  - Refusal of re-registration

### **FOLLOWING THE DECISION**

- The decision of the Club should be communicated in writing to all relevant parties within **5** days of the conclusion of the investigation.
- Parties should be offered the Right of Appeal to the decision, in writing, to the junior league within **14** days as of the date of the decision.

Please note that to undertake an effective investigation, it may be necessary to suspend or place restriction upon an individual's involvement. This is not an assumption of guilt.

In the first instance, please direct your concern to your club safeguarding officer:

**NAME: Rebecca Lewis**

**EMAIL: [raglanjfc.safeguarding@gmail.com](mailto:raglanjfc.safeguarding@gmail.com)**

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