



Hanney Youth FC – Complaints Procedure

We hope that you don't ever have a need to complain, however we understand that there are times when difference of opinion or situation may occur that you wish to report. This procedure is meant to ensure you have a simple process to follow:

1. First we would encourage you to discuss your concern with the team coach. If this is not possible, then you could talk to the Welfare Officer whose details are on the website.
2. Should you feel the need to take your concern further, then you should put your complaint in writing to the club secretary or another member of the committee.
3. Your written complaint should detail:

Detail of what happened, when and where it took place

Any witness statement and names if appropriate.

Names of any others who have been treated in a similar way.

Details of any former complaints made about the incident, date, when and whom made.

A preference for a solution to the incident.

Once this complaint is received, the club committee will sit for any hearings that are requested. Should it be appropriate, 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, code of conduct or brought the club into disrepute.