

ST. ALBANS CITY YOUTH F.C.

Affiliated to:
Hertfordshire County F.A.

Complaints Procedure

In the event that any St Albans City Youth FC 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.

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

Your 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.

The Club's Management Committee will sit for any hearings that are requested.

The Club's Management Committee will aim to respond to your complaint within 10 days. If the complaint is complex or needs investigation you can expect a holding letter within 10 days and a detailed response within 20 days.

The Club's Management Committee will have the power to:

- warn as to future conduct;
- suspend from membership;
- remove from membership;

any person found to have broken the Club's Policies or Codes of Conduct.

Signed.....

Position

Date

**F.A. CHARTER STANDARD COMMUNITY CLUB
ABILITY COUNTS**



Web Site www.cityyouthfc.com e-mail info@cityyouthfc.com
Registered Charity No. 1089343