



PACE YOUTH FC – COMPLAINT PROCEDURE

The following sets out the Pace Youth Football Club Complaint 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 Codes of Conduct have been broken, they should follow the procedures below:

1. The matter should be reported to the Club Secretary or another member of the Club Committee. The report should include:
 - a) Details of what, when and where the occurrence took place
 - b) Any witness statements and names
 - c) Names of any others who have been treated in a similar way
 - d) Details of any former complaints made about the incident, date, when and to whom made
 - e) A preference for a solution to the incident.
2. The Club's Management Committee will sit for any hearings that are requested.
3. The Club's management Committee will have the power to:
 - a) Warn as to future conduct
 - b) Suspend from membership
 - c) Remove from membership any person found to have broken the Club's Policies or Codes of Conduct
4. Within 7 days after the hearing, written reasons for the decision and copies of the minutes from the hearing will be sent to the individual concerned.
5. Any request for appeal must be made in writing no more than 7 days from issue of the hearing outcome. The proceedings shall be conducted how, when and where the Club's Management Committee considers appropriate.
6. The Club's Management Committee will give no less than 7 days' notice of the date, time and venue of the hearing.
7. The Club's Management Committee shall proceed in the absence of any individual, unless it is satisfied that there are reasonable grounds for the failure of the individual to attend.
8. Following any appeal hearing the decision of the Club's Management Committee shall be final and there shall be no right of further challenge.