SWAY FOOTBALL CLUB



COMPLAINTS PROCEDURE

In the event that any member of Sway Football Club 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. Notification of the intention to complain shall be made in writing with a report to the Club Secretary or to another member of the Club Management Committee within 7 days of when the incident relating to the complaint took place.

The complainant's report should include:

- a) Details of what happened and when and where the occurrence took place
- b) Any witness statements and their names
- c) Names of any others who may have been treated in a similar way
- d) Details of any former complaints made about the incident; date when and to who made.
- e) A preference for a solution to the incident.
- 2. The Club Management Committee will sit for a Hearing in response to such a report.
- 3. The Hearing shall be conducted as the Club Management Committee considers appropriate.
- 4. The Club Management Committee will give no less than 7 days notice of the date, time and venue of the Hearing.
- 5. In the absence of any individual, the Club Management Committee shall proceed with the Hearing unless it is satisfied that there are reasonable grounds for the failure of the individual to attend.
- 6. The Club Management Committee will have the power to:
- a) Remove from membership any Clun Member found to have broken the Club's policies or codes of conduct.
- b) Suspend any Club Member from membership.
- c) Warn any Club Member as to future conduct.
- 7. The decision of the Club Management Committee shall be final and there shall be no right of further challenge.
- 8. Within 7 days after the Hearing, written reasons for the decision and copies of the minutes from the hearing shall be sent to the individual concerned.