



Kirton Kestrels Football Club



Complaints Procedure

1. The Club is committed to dealing with complaints fairly and properly.
2. In the event that any club 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:
3. They should report the matter to the Secretary or another member of the Committee. The report should include:
 - i. Details of what, when and where the occurrence took place
 - ii. Details of any witnesses and, if appropriate, a witness statement
 - 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. Details of the preferred solution to the incident.
4. The Chairman and Secretary will consider the complaint initially and decide whether to complete an investigation and to hold a hearing.
5. The Management Committee will sit for any hearings that are requested.
6. The Management Committee will have the power to:
 - i. Warn as to future conduct
 - ii. Suspend from membership
 - iii. Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.