

	<p align="center"><b>Swinton Football Club</b> Charter Standard Management System</p>	<p><b>Document Number:</b> SFC/M.A/C/L_2.3.6 Page 1 of 2</p>
	<p><b>Document:</b> Complaints Policy and Procedure</p>	<p><b>Revision Date:</b> 19<sup>th</sup> April 2012</p>

Swinton Football Club is committed to creating and maintaining the safest possible environment for children and young people to practice Youth Football. This policy applies to all children irrespective of their age, culture, ability, gender, sexual identity, language, racial origin or religious belief.

## **CLUB COMPLAINTS POLICY**

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.

- Report the matter to the Club Secretary or another member of the Club Committee. The report should include:
  - Details of what, when and where the occurrence took place.
  - Any witness statement and names.
  - Names of any others who have been treated in a similar way
  - Details of any former complaints made about the incident, date, when and to who the complaint was made.
  - A preference for a solution to the incident.
- The Club's Committee will sit for any hearings that are requested.
- The Club's Committee will have the power to:
  - Warn as to future conduct any person found to have broken the Club's Policies or Code of Conduct.
  - Suspend from membership any person found to have broken the Club's Policies or Code of Conduct.
  - Remove from membership any person found to have broken the Club's Policies or Code of Conduct.



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Charter Standard Management System

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