



FOUNDED MAY 1991

Gosport Falcons

Football Club

(Affiliated to Hampshire FA)

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Complaints 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. They should report the matter in writing to the Club Secretary or another member of the Committee, if your complaint is pertinent to Welfare then address the complaint to the Club's Child Welfare Officer. This will then be dealt with by the Club who will form a Complaints Committee.

Your complaint should include:

- Details of what, when, and where the occurrence took place.
 - Any witnesses along with their statements.
 - 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 made.
 - A preference for a solution to the incident.
2. The Club's Complaints Committee will then arrange a meeting to be held at the earliest convenience so that all parties can discuss the complaint.
 3. The Complaints Committee will comprise of at least five Committee members of which two must comprise of either, The Club Chairman, the Secretary or the Treasurer and in all cases of Child Welfare issues, the Club's Child Welfare Officer.

The committee will have the power to:

- Warn as to future conduct.
- Suspend from membership.
- Remove from membership any person(s) found to have broken the Club's Policies or Codes of Conduct.
- Determine whether any Child Welfare issues should be referred to an official body, i.e. The Police.

The Club's Complaints Committee shall give notice of their recommendations to the offending member(s) at its earliest. These recommendations will also be given to the full Committee when it next meets. The decision of the Club's Complaints Committee shall be final.