



CHARTER STANDARD  
DEVELOPMENT CLUB



# COMPLAINTS PROCEDURE

In the event that any person feels that he or she has suffered in any way, or that the Club Policies, Rules, or Code of Conducts have been broken, they should, in the first instance, discuss any issues with the relevant team Manager or Secretary to see if the situation can be resolved. If this is not possible, then the following procedures should be followed. ALL COMMUNICATIONS REGARDING COMPLAINTS SHOULD BE MADE IN WRITING.

## REPORTING A COMPLAINT

Report the matter to the Club Chairperson in writing. 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 whom made
- ✓ A preference for the solution to the incident

## COMPLAINT RECEIVED

The Club Chairperson will respond to the complainant, fully explaining the complaints procedure, in particular the differences of how official and non-official complaints are dealt with

The complainant will be asked to confirm whether the complaint is to be classed as, and dealt with, as an official or non-official complaint

### OFFICIAL COMPLAINT

### NON-OFFICIAL COMPLAINT

#### Forwarding of official complaint

The complaint will be forwarded to the member concerned and the Complainant will receive an acknowledgement of this action

#### Evaluation of non-official complaint

The Committee will discuss the matter raised and decide upon the relevant action to be taken in order to resolve the matter and satisfy the complainant

#### Statement of response

The member concerned will have 7 days from receipt of the original complaint to provide a statement of response in writing to the Chairperson

#### The Decision

The Chairperson, along with the Club Committee, will then consider both statements and decide upon any further action to be taken after consultation with Dorset County Football Association. Both parties will be contacted in writing regarding any decisions made by the Club Committee. Both parties will receive a copy of all responses sent to persons involved. DCFA will receive copies of all communications made in the process and would be the relevant professional body to contact in the event of any appeal.

#### Possible Action

The Committee will have the power to:

- Warn as to future conduct
- Request members/persons review relevant codes of conduct and provide signed copy as confirmation
- Request the involved parties meet with the Club's Committee for a disciplinary hearing
- Suspend from membership
- Remove from membership any person found to have broken the Club's Policies or Codes of Conduct