



## **SHENLEY FC**

### **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 and or Code of Conduct have been broken the member should follow the procedures below:

1. The member should report the matter to the Club Secretary or another member of the Committee. The members report should include:
  - a. Details of what, when and where the occurrence took place
  - b. Names and statements of any witnesses.
  - c. Names of any others who have been treated in a similar way
  - d. Details of any former complaints made about the incident, date, when and to whom made
  - e. A preference for a solution to the incident.
2. The Committee will sit for any hearings that are requested. Requests should be submitted in writing to the Club Secretary.
3. The Club's Management Committee will have the power to:
  - a. Warn as to future conduct
  - b. Suspend from membership
  - c. Remove from membership

any person found to have broken the Club's Policies or Codes of Conduct.