



CHIPSTEAD FOOTBALL CLUB

Formed 1936



COMPLAINTS PROCEDURE

Introduction

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of these differences largely depends on the willingness of the parties involved to communicate with one another informally rather than raise a formal grievance. Every effort should be made to resolve disputes in this way. However, the Club recognises that there will be occasions when, despite the parties' best efforts, issues cannot be resolved informally. In these circumstances it is the policy of Chipstead FC to provide an orderly and formal procedure to deal promptly and fairly with any disputes.

The procedures outlined below should be followed in the event of any dispute relating to a breach of **Club Policies, Guidelines or Codes of Conduct** ([Club Documents | Chipstead Football Club \(chipsteadfc.org.uk\)](#))

(For the avoidance of doubt these procedures do not cover complaints relating to the refereeing of a fixture by an FA appointed match official, the behaviour of opposition management/spectators/players or any fines/suspensions imposed by either the County FA or an individual League. In this instance, please contact our Club Welfare Officer Catherine O'Connell who will advise you how to proceed)

Informal Procedure

- As mentioned previously every effort should be made to resolve disputes informally. This can be achieved by discussing the complaint with the party/parties involved to seek a resolution as soon as practical. The Club Welfare Officer is happy to mediate if this would assist.
- Face to face discussions are preferable (subject to any current Covid restrictions) and emails should be avoided if at all possible.
- Where no satisfactory solution is possible the complainant(s) should initiate a Formal Complaints Procedure.

Formal Complaints Procedure

1. Complete a Club Complaints Form ([Club Documents | Chipstead Football Club \(chipsteadfc.org.uk\)](#)) and email to the Club as directed. The report should include:

- Confirmation of whether the complainant has followed the informal complaints procedure.
- Details of the alleged issue/incident (what, when, where and who)
- Any witness statement and names.
- Names of any others who have been treated in a similar way.
- Details of any former complaints regarding this same issue/incident, when and to whom made.
- A preferred outcome.

2. A Complaints Committee, consisting of 3 members of the Club's Management Committee, will deal with all complaints. In certain circumstances, it may be appropriate to invite an independent person to sit on the complaints committee. The Committee will:

- Formally respond to receipt of the complaint and, if necessary, request further information.
- Fully investigate the complaint and, if required, call a meeting of all parties, where all sides can put their case forward.
- Having heard all sides of the argument, decide on how best to resolve the complaint. This decision will be communicated to all interested parties within 21 days of the formal complaint being received or within 21 days of the meeting of the Complaints Committee with the parties.

3. The Complaints Committee will have the power to:

- Warn as to future conduct.
- Suspend from membership for a specified period.
- Remove from membership any person found to have broken the Club's Policies, Guidelines or Codes of Conduct.
- Dismiss the complaint.

The decision of the Complaints Committee is binding and no appeal is allowed.