

Bournemouth Sports Football Club



BU Sports Campus, Chapel Gate, East Parley, Dorset. BH23 6BL

COMPLAINTS PROCEDURE POLICY



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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 Chairman in writing. The report should include:

- ✓ Details of the conversation previously held with Manager/Secretary
- ✓ Details of what, when and where the occurrence took place
- ✓ Names of any others who have been treated in a similar way
- ✓ Any witness statement and names
- ✓ A preference for the solution to the incident
- ✓ Whether the complaint is to be classed as and dealt with as an Official or Non-Official Complaint.

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COMPLAINT RECEIVED

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

OFFICIAL COMPLAINT

NON-OFFICIAL COMPLAINT

FORWARDING OF OFFICIAL COMPLAINT

The complaint will be forwarded to the relevant 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. In the event that the member contacted is outside the club then a response will be expected within 14 days.

THE DECISION

The Chairperson, along with the Club Committee, will consider both statements and decide upon any further action to be taken after consultation with Hampshire Football Association (if required). 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. HFA will receive copies of all communications made in the process (upon request) and would be the relevant professional body to contact in the event of any appeal.

POSSIBLE ACTION

The Committee will have the power to:

- > Take no action if deemed appropriate
- Warn as to future conduct
- > Request members/persons review relevant Codes of Conduct and provide a signed copy as confirmation for club records
- Request the involved parties meet with the Club's Committee for a disciplinary hearing
- Suspend from the Club
- Remove from the Club any person found to have broken the Club's Policies or Codes of Conduct