



Complaint / Grievance Procedure & Report

Complaints / Grievance Procedure

If any member feels that he or she has suffered discrimination in any way or that the Club policies, rules or code of conduct have been broken, they should follow the procedure below:

1. They should report the matter to the Club Secretary or another member of the Committee. The report should include:
 - a. Details of what, when and where the occurrence took place.
 - b. Any witness statement and names.
 - 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 where, and to who made.
 - e. A preference for a solution to the incident.
2. The Club's elected Management Committee will sit for any hearings that are requested.
3. The Club's elected Management Committee will have power to:
 - a. Warn as to future conduct.
 - b. Suspend from membership of the team.
 - c. Remove from membership of the junior section.

...any person found to have broken the Club's policies or codes of conduct.

4. In the event of a complainant or respondent being unhappy with the decision taken by the Club Committee, they may make use of the appeals procedure:
 - a. Inform the Junior Football Club secretary & copy to the Fry Club Manager in writing that they wish to appeal.
 - b. Fry Club JFC's Management committee will then escalate the matter to the Fry Club Management committee who will progress the matter further.
 - c. The decision of the Fry Club Management Committee panel is final.



Complaints / Grievance Report

Name of Complainant:	Date of Event / Incident:	Signed:
Describe the nature of the complaint / grievance:	Name / address where event / incident took place:	Witnesses to event / incident c/w contact details if known:
Reported to Committee member by:	How (letter / telephone / social media / verbal / etc.):	Preferred solution:
Actions / Findings:		

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