

OYFC - Complaints Procedure

Nomenclature:

- Executive Committee = President, Chairman, Vice Chairman, Child Welfare Officer (CWO), Discipline Officer, Secretary, Treasurer
- Committee = Executive Committee plus all other Committee members

In the event that 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, the following procedure should be followed.

You should report the matter in writing to the Club Chairman, Club Welfare Officer or another member of the Club Committee within 28 days of the event taking place.

Your report should include:

- i. Details of what, when, and where the occurrence took place.
- ii. Any witness statement and names.
- iii. Names of any others who have been treated in a similar way.
- iv. Details of any former complaints made about the incident, date, when and to who made.
- v. A preference for a solution to the incident.

The committee member receiving the complaint shall inform the Club Chairman and an acknowledgement of the complaint shall be made to the complainant within 48 hours.

A meeting to discuss the complaint shall be arranged between members of the Club Committee and a decision on the outcome made within 4 weeks of the complaint being received. The complainant shall then be informed of the Club Committee's decision in writing.

The Club Committee will have the power to resolve the issue through one of the following:

- i. Take no further action
- ii. Mediate between parties to discuss an agreeable outcome.
- iii. Where appropriate initiate disciplinary procedures involving the OYFC disciplinary committee.

If the complainant is unhappy with the Club Committee's final decision then you have the right to reply within 14 days of receipt of the written decision.

If, after 6 weeks of making the initial complaint, the complainant still believes that the matter has not been resolved satisfactorily then the matter should be escalated to the Hampshire FA County Welfare Officer.

All correspondence will be logged in a Complaints File and held by the OYFC Chairman and Secretary.

Note: The Club will take all reasonable measures to investigate a complaint as best possible, but It should be noted that the Club Committee does not hold any investigatory powers to force persons into making statements, and is wholly reliant on the honesty and integrity of the complainant and any witnesses.