



CHICHESTER RANGERS FC

COMPLAINTS POLICY

It is recognised that in any football club, differences and misunderstandings may arise.

Successful resolution of these differences depends on the willingness of the parties involved to communicate with one another. Every effort should first be made to resolve disputes in an informal manner. However, there will be occasions where issues cannot be resolved informally.

It is the policy of the club to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion. If any member feels that they have suffered discrimination in any way or that the club policies or codes of conduct have been broken, they should follow the procedures below:

Informal Procedure

The complainant should discuss the issue initially with their child's team manager, who will then decide whether to discuss the complaint with the aggravator or formally escalate it to the club officers. Any complaints involving children MUST be discussed with the Child Welfare Officer.

When discussing the complaint with the aggravator:

- Discuss the complaint and seek a resolution as soon as practical.
- Talk directly face-to-face and avoid emails or text messages.
- Where no satisfactory solution is possible, escalate the complaint to the club officers.

Formal Procedure

As soon as practical, issue a description of the complaint in writing to the Club Secretary. The report should include:

- Details of what, when and where the issue took place.
- Any witness statements and names.
- Names of any others who may have been treated in a similar way.
- Details of any former complaints made about the incident including dates, and to whom.

A meeting will be arranged for at least three members of the Management Committee and, where a child is involved, the Club Welfare Officer, to discuss the complaint. After the meeting:

- A response or a request for further information will be sent.
- A hearing involving all interested parties will be called at the earliest opportunity to allow all sides to put their case forward.

Having heard all sides of the argument, a decision on how best to resolve the complaint will be sent to all parties involved. Decisions will be made within two weeks of the formal procedure being initiated.

The club's Management Committee will have the power to:

- Issue a warning.
- Suspend membership.
- Terminate membership if breaches of club policies or Codes of Conduct are found.

The decision of the Management Committee will be binding, and no appeal will be heard.

