



COMPLAINTS POLICY & DISCIPLINARY PROCEDURES

- The club will not tolerate any members failing to follow the code of conduct and conduct themselves in a positive manner during club sessions.
- Any club members representing the club outwith club sessions are expected to conduct themselves in a positive manner and follow best practice and adhere to the code of conduct.
- Decisions on behaviour of club members who fail to follow policies and codes of conduct will be taken by club coaches and officials if required. Members will be spoken to about behaviour and parents/guardians will be informed in writing by the club.
- Any member failing to follow any of the above runs the risk of being suspended from club activities or having their membership revoked.
- Any behaviour or act by a club member that is deemed to be of a serious nature will warrant an immediate suspension whilst the issue is investigated appropriately.
- Members have the right to appeal any decision by submitting an appeal in writing.
- All complaints regarding the behaviour of members should be submitted in writing to the Secretary.
- The committee will meet to hear complaints within 7 days of a complaint being lodged.
- The committee has the power to take appropriate disciplinary action including the termination of membership.
- The outcome of a disciplinary hearing should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made within 7 days of the hearing.
- There will be the right of appeal to the committee following disciplinary action being announced. The committee should consider the appeal within 7 days of the Secretary receiving the appeal.
- All complaints received will be dealt with confidentially and in accordance with the clubs Data Protection Policy, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or child protection issues.

PLEASE FOLLOW THE CODE OF CONDUCT AND REPRESENT THE CLUB IN A POSITIVE MANNER!

PROCEDURE FLOWCHART

