



# Saddleworth 3Ds Football Club

Established 1992

F.A. Charter Standard Development Club

Website: [www.saddlworth3ds.club](http://www.saddlworth3ds.club)



CHARTER STANDARD  
DEVELOPMENT CLUB

## Complaints Policy

### Club Statement

**Whilst we strive to run the Club as effectively, efficiently and equitably as possible we accept that on occasion, differences of opinion may arise and we are keen that these instances are discussed sooner than later as experience shows that problems allowed to fester only become worse in the long run. We would therefore encourage anyone who feels aggrieved by a situation to raise it with the respective team manager or appropriate club official in the first instance. If the problem cannot be resolved the club can be approached using the following complaints procedure.**

### Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken they should follow the procedures below:

1. They should report the matter to a club official describing the circumstances of the grievance. The report should include:
  - Details of where, when and what took place.
  - Any witness statement(s) and name(s).
  - Names of any others who have been treated in a similar way.
  - Details of any earlier complaints made, date and when and to whom made.
  - A preferred solution to the situation.
2. The complaints committee is comprised of four of the following officers; child welfare officers, the club secretary and team managers. The meeting will be chaired by one of these officers who will have the deciding vote in the event of a dispute.
3. The club's complaints committee will have the power to:
  - Warn as to future conduct;
  - Suspend from membership;
  - Remove from membership;any person found to have broken the Club Policies, Rules or Codes of Conduct.

**Respect**

