



Moor Mead FC: complaints and disciplinary policy

This policy sets out Moor Mead Football Club's procedures for managing complaints and disciplinary issues within the club.

Complaints procedure

In the event that any member (player, coach, parent/carer, spectator or other):

- has a concern or a complaint about the running of the club or team within in it, or about an incident that has occurred;
- believes that the Club Policies, Rules or Code of Conducts have been broken; or
- feels that he or she has suffered discrimination in any way

this should be raised as a concern or formal complaint.

In the first instance, these should be raised in confidence with the team/year group manager for the team/year group to which the concern/complaint relates. Concerns/complaints should **not** be raised directly with other members of the relevant team/year group (eg, players or their parents) or via group communication channels such as email or Whatsapp groups.

In the event that a complainant does not feel that the concern or complaint has been resolved satisfactorily, or in circumstances where the complainant does not feel comfortable raising this with the relevant team/year group manager, the concern/complaint can be raised directly with the MMFC Club Welfare Officer (CWO).

Complaints should be made in writing and should include the following details:

- An outline of the concern/complaint.
- Details of what, when, and where the occurrence took place.
- Any witness statement and names.
- Names of any others who have been treated in a similar way, if applicable.
- Details of any former complaints made about the issue/incident, date, when and to whom made.
- A preference for a solution to the incident.

The Club Welfare Officer will be responsible for arranging for the complaint to be investigated and considered. Depending on the details of the complaint, this may involve meeting with the complainant, team/year group manager, players and parents/carers as necessary. MMFC aims to ensure that complaints are initially

responded to within 48 hours of receiving a complaint, with follow up discussions and investigation undertaken within five working days wherever possible.

In conjunction with the other members of the MMFC club committee¹, and with the guidance of the county FA as appropriate, the Club Welfare Officer will agree the club's response and communicate this to the complainant.

The club's disciplinary procedures set out actions that the club may decide to take where the complaint relates to a member of the club. As well as formal disciplinary action, responses the club may consider include requests for additional training to be undertaken or written apologies.

Disciplinary Procedure

GENERAL

Moor Mead FC is entitled at its discretion to activate its disciplinary processes to take disciplinary action against any club member (player, coach, parent/carer, spectator or other) who:

- Is the subject of a complaint which has been investigated by the club;
- Fails to comply with the relevant club Code of Conduct;
- Fails to pay any fee, fine or other sum due to the Club within 14 days of request;
- Is booked or sent off;
- Is guilty of misconduct as charged by the relevant League or FA;
- Is guilty of undesirable conduct (including acts of violence) or any other behaviour which is likely to bring the Club into disrepute.

For these purposes "disciplinary action" includes all or any of the following:

- verbal or written warning regarding future conduct;
- suspension from participation in matches for a specified period or a number of matches;
- suspension from participation in Club activities (eg training, presentations) for a specified period or specified activities;
- permanent exclusion from the Club and associated de-registration;

At its quarterly committee meetings, the MMFC committee will review all yellow and red cards issued to Moor Mead FC players. A red card in particular represents a significant breach of the club code of conduct and may lead to disciplinary action, for example a written warning about future conduct.

As the Club has limited control over parents, carers, spectators and friends, the Club reserves the right to suspend or exclude a player where those accompanying or associated with him or her are in breach/guilty of the matters above. Clearly,

¹ The MMFC club committee comprises: the chairman, secretary, welfare officer, treasurer and assistant secretary, plus two representatives of MMFC managers.

such action will be taken reluctantly where it is considered to be the only reasonably practical way of dealing with the offending behaviour or conduct.

ACTIVATION OF DISCIPLINARY PROCEDURES

Year group managers and coaches may, at their own discretion, issue a verbal or written warning regarding the future conduct of players within their squads. Any written warning will be copied to the club welfare officer and secretary as the first step in the disciplinary process.

In the event that a manager wishes to apply either a suspension or permanent exclusion, or a complaint needs to be considered, the club disciplinary process will be applied. The MMFC committee will identify three members (usually the club welfare officer, club secretary and one other committee member) to act as a disciplinary committee responsible for reviewing the specific case and considering an appropriate response.

The disciplinary committee will meet to discuss the case and any relevant evidence (such as a complaint or evidence of yellow/red cards). If appropriate, the person who is the subject of the disciplinary process may be asked to provide a written or verbal account of the matter(s) under consideration.

The disciplinary committee aims to meet within seven days of an incident or issue being raised that triggers the disciplinary process wherever possible.

NOTIFICATION OF DECISION

Following consideration by the disciplinary committee, the Club Secretary shall notify any person against whom disciplinary action is taken within three days of the disciplinary Committee's decision.

APPEALS

Any person against whom disciplinary action is taken has the right to appeal against such action by giving notice in writing of an appeal to the Club Secretary. Such notice must be given within 14 days of the notification of the relevant disciplinary action.

In the event of an appeal, this will be heard by a disciplinary appeal committee comprising two members of the MMFC committee not involved in the original decision and a representative from the MMFC Managers group (representing individual year group managers) not involved in the disciplinary process. The disciplinary appeal committee aims to consider the appeal within 7 days of receipt of the notice of appeal.² Both the person who brought the appeal, and a representative of the disciplinary committee which recommended the outcome being appealed, may be asked to provide input to the final hearing stage, and will

² In the event that the person who is the subject of the hearing requests to attend the hearing, it may not be possible to convene this within seven days, but the committee will seek to arrange this as soon as practically possible for all parties.

be invited to provide any further relevant information. A person who is the subject of a disciplinary appeal committee shall be entitled to attend the hearing in person and may be accompanied by a responsible parent/carer.

The disciplinary appeal committee will advise the club secretary of its decision and the rationale within two days of the hearing. The club secretary will notify the outcome within five days of the disciplinary appeal committee's hearing.

The decision of the disciplinary appeal committee will be final.