



## Club Complaints Procedure

In the event that any member of the Club feels that he or she has suffered discrimination in any way or that the Policies, Procedures, Rules or Codes of Conduct of Timperley Villa YFC (the Club) have been broken they should follow the procedures below.

- They should report the matter to the Club Secretary or another member of the Club Committee.

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 Club Committee (or Disciplinary Sub-Committee) will sit for any hearings that are requested.
  - The Club Committee (or Disciplinary Sub-Committee) will have the power to:
    - i. Warn as to future conduct;
    - ii. Suspend from membership;
    - iii. Remove from membership;any person found to have broken the Club's Policies, Procedures, Rules or Codes of Conduct.

*This document should be read in conjunction with the Club Disciplinary Policy.*