



AFFILIATED TO THE SURREY COUNTY YOUTH FOOTBALL ASSOCIATION.
MEMBERS OF THE WEST SURREY YOUTH; GUILDFORD, SHERE & DISTRICT;
SURREY COUNTY GIRLS; SURREY & HANTS BORDER
AND THE SURREY PRIMARY LEAGUES

Guildford Saints Football Club 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, the following procedure should be followed:

1. They should report the matter to the Club Secretary or another member of the committee as soon as practicable.
2. The report should include.
 - ❖ 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.
 - ❖ Details of any former complaints made about the incident date, when and to whom made.
 - ❖ A preference for a solution to the incident.
3. The Club's Management Committee will sit for any hearings that are requested.
4. The Club's Management 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's Policies, Rules or Codes of Conduct.
5. In the event that a member or parent has allegedly behaved in an abusive, disorderly or violent way during any club activity, and the matter has been reported to another authority (i.e. League, County FA, FA or police) for resolution, the Club's Management Committee will have the power to suspend that member or parent from any club activities whilst the matter is being dealt with and pending Club discipline.
6. The Club's decision will be final with no right of appeal.