



Liverpool Feds Womens Football Club

Complaints & Disciplinary Procedure

In the event that any Member, Parent/Carer, Club or FA Official or Coach feels that he or she has suffered discrimination, experienced or witnessed something of concern or that the Club's Policies, Rules or Code of Conduct have been broken they should raise the matter with the club.

This procedure will also be followed when managing internal allegations of disruptive or inappropriate behaviour.

First Line Resolution

Some issues can be straightforward and easily resolved, requiring little or no investigation. The club will always try to resolve issues in the first instance by discussing minor concerns with individuals involved and deciding upon first line resolution which is to the satisfaction of all. For example, apology, an explanation of the code of conduct or some other appropriate action. It may be some aspect of Club Policy has not been fully understood by a parent, or incorrectly applied by a Coach, or The Club policy itself is unclear or contradictory. For minor issues we would encourage the complainant to discuss with the coaching team or other club official to reach a quick resolution. Examples of complaints that we expect to be resolved through first line resolution include minor inappropriate comments or disruptive behaviours by players, parents, carers, coaches or other club officials.

Where behaviour continues despite attempts at first line resolution, the club will move to stage one Complaint Investigation. In cases where the nature of a complaint is considered serious the committee will implement stage one complaint investigation immediately. Examples of complaints which could be considered so serious that they require immediate investigation include allegations of bullying or harassment,

Where first line resolution has been unsuccessful, the matter will be raised with the committee. Complaints will be a standing item on the committee meeting agenda.

Stage One Complaint Investigation

Where first line resolution fails to remedy the situation of minor concerns, the club will implement Stage One Complaint Investigation. Where a complaint made is considered serious in nature the committee will implement stage one complaint investigation immediately. All complaint investigations will be conducted fairly, constructively, respectfully and as quickly as possible.

All complaints made should be reported to the club Chair or delegated Complaints Officer. All complaints must be investigated by more than one committee member and details of the complaint, investigation and outcome will be recorded.

The complaint should be made in writing where possible to the Chair or designated Complaints Officer, unless the complaint is about them; in such circumstances the

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complaint should be addressed to the Vice Chair. All complaints should be acknowledged within 3 days of receipt and the investigation should take no more than 14 days.

Following receipt of a complaint or for instances where first line resolution has failed, the club will notify the individual of the allegations in writing and provide the opportunity to give an explanation or evidence in their defence. Any evidence will be reviewed and the committee will make a decision of proposed resolution or details of action to be taken.

The Club will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines.

Where the complaint indicates a law may have been broken, The Club will inform the relevant statutory authority.

Sensitive complaints may need to be dealt with confidentially (e.g. that involve a Safeguarding context) and include guidance from specific Officers of The Club, e.g. Safeguarding, Welfare or Respect Officer.

Where a complaint about the club is upheld we will endeavour to implement learning; this could be a review of policy or procedures.

Where a complaint about an individuals disruptive behaviour is upheld the club will provide a written warning which will remain active for 12 months. Continued disruptive behaviour will result in expulsion from the club.

Disciplinary

The disciplinary process for members is three stages unless a case of gross misconduct is suspected.

Stage 1 : Informal resolution. Discussion / counselling to discuss the problem and the improvement plan required

Stage 2 : formal intervention. Where informal improvement plan has not been successful or poor standard remain / unacceptable behaviours repeated a first written warning will be issued.

Stage 3. Final written warning with potential outcome of dismissal communicated to member.

Appeal : the club will provide appeal procedure for members unhappy with disciplinary outcomes. The appeal will be managed by the sub committee of the club.

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