

Hythe Town Youth FC 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 Code of Conduct has been broken they should follow the procedures below.

1. They should report the matter to the Club Secretary, Head Coach, Team Coach or another member of the Club's Committee.

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.

Unless deemed not appropriate a report will also be requested from the Team Coaching staff or the Club's Welfare Officer.

2. A Complaints Panel consisting of three Committee Members usually the Club Secretary, the Head Coach and one other independent member of the Committee (not including Club Chairman). The Complaints Panel will meet to consider the complaint and the action necessary.

3. The Complaints Panel will report to the Clubs Committee who 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 or Codes of Conduct.

If the complaint is with regard to the Club's Management Committee the member has the right to report the discrimination direct to the relevant County Football Association.

As the governing body of the game, The FA is responsible for setting standards and values to apply throughout the game at every level and are committed to eliminating discrimination and harassment.