



Club Complaints Policy

In the event that any member feels that they have suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken they should follow the procedures below:

1. If the matter is a child protection issue or involves anyone aged under 18 years it should be reported to the club welfare officer.
2. For all other complaints the matter should be referred to the club Secretary via **EMAIL or letter** and NOT via text, whatsapp or social media. The report should include:
 - i) Details of the incident
 - ii) The date and time the incident occurred
 - iii) Names of any witnesses or people present at the time of the incident
 - iv) Statements from any witnesses
3. The club Secretary will refer the information to the club management committee. The designated committee will:
 - i) Treat every report as confidential
 - ii) Not discuss any matters with anyone outside of the committee other than to request expert advice
 - iii) Declare immediately if they have a conflict of interest
 - iv) Treat each reported incident fairly and equitably
4. The club management or disciplinary committee will have the power to:
 - i) Issue a verbal warning as to future conduct
 - ii) Issue a written warning as to future conduct
 - iii) Suspend from activities or membership for a period of time
 - iv) Remove/expel from the club/league