



## **NEW BUCKENHAM JUNIOR FOOTBALL CLUB**

### **CODE OF PRACTICE – COMPLAINTS AND GRIEVANCE PROCEDURE**

#### **BACKGROUND**

Although the Club takes every care to ensure that the laws of the game of football are upheld, the rules of the Club adhered to and that sporting-like behaviour is maintained, it would not wish for any member to feel that any complaint or grievance will be ignored. This Code of Practice sets out the procedure that the Club will follow in the event of a member having a complaint or giving notice of a grievance. This is complementary to section 9 of the Club's Constitution – Discipline. It is recognised that any complaint or grievances should be dealt with as promptly as possible although this is subject to the nature of the complaint or grievance raised. It is acknowledged that a complaint that has not been dealt with can ultimately turn into a grievance.

#### **1. SCOPE**

This Code of Conduct applies to all members and parents of the New Buckenham Junior Football Club together with those adults and helpers who assist in the running of the Club, either as committee members or as match officials. Payment of Club fees or participation in Club events is acceptance of this Code of Conduct.

#### **2. COMPLAINT OR GRIEVANCE?**

A complaint should be interpreted as a simple issue that needs discussion and resolution. At first instance it is suggested that any complaints be raised with the relevant team coach or with any Committee Member. That will usually result in the matter resolving on an informal basis. A grievance is interpreted as being of a substantial nature. It is open to any Club member, their parents or Club officials to ask the Club Committee to hear their grievance. Submissions should be made in writing so that it can be investigated fully.

#### **3. WHAT THE COMMITTEE CAN DO**

3.1 When a grievance submission has been made to the Committee they will ask the Chairman or Vice-Chairman to investigate and provide a report.

3.2 Where a submission relates to the actions of either the Chairman or the Vice-Chairman the committee they will ask another Committee to investigate and provide a report.

3.2 Where a submission relates to decisions taken under the discipline code, the Committee will ask two Committee Members not involved in the original decision to investigate the matter and provide a report.

#### **4. RESOLVING THE GRIEVANCE**

Upon receipt of the report outlined in item 3.1 the Club Committee may do one of three things:

1. Take any action recommended in a report it has commissioned; or
2. Reverse any discipline decisions taken including the return of any fines and the restoration of membership or;
3. Decline to take any further action.