



New Mills Juniors Club Complaints Procedure

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally.

If any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

Informal Procedure

- Discuss the complaint with the aggravator and seek a resolution as soon as practical
- Talk directly face to face.
- Avoid emails
- Where no satisfactory solution is possible, initiate a formal procedure.

Formal Procedure

1. They should report the matter to the Club Secretary (secretary@nmjfc.co.uk) or another member of the 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.
2. The Club's Committee will sit for any hearings that are requested.
 - Having heard all sides of the argument, the Committee will decide on how best to resolve the complaint. This decision will be communicated to all interested parties.
 - Decisions on all grievances will be made within two weeks of the formal procedure being initiated.
 - The decision of the Committee is binding, and no appeal is allowed



3. The Club's 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 or Codes of Conduct

