



Hook United Youth Football Club Complaints Policy

In the event that any member feels that he or she has 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. They should report the matter to the Club Secretary or Club Welfare Officer. See "contact" page of website for details.

The report should include:

- i. Details of what, when, and where the occurrence took place
- ii. Any witness statement and names
- iii. Names of any others who have been treated in a similar way
- iv. Details of any former complaints made about the incident, including the date, and to who they were made
- v. A preference for a solution to the incident.

2. The club's officers will sit for any hearings that are requested.

3. Any person found to have broken the club's policies or codes of conduct will be either;

- i. Warned as to future conduct
- ii. Suspended from membership
- iii. Removed from membership.