



# MONTROSE YOUTH FOOTBALL CLUB

Document Title: **COMPLAINTS & APPEALS PROCEDURE**

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## COMPLAINTS PROCEDURE

Written complaint received

Child Protection Officer refers complaint

Executive Committee will meet within 21 days of the complaint being received.  
All parties involved may be invited to attend individually to speak to the Executive Committee or to submit a written response.

Executive Committee possible outcomes from the review of the complaint:

- No further action
- A verbal/ written apology
- Support the member with re-education or training
- Impose a suspension for a defined period of time
- Termination of membership
- Any other sanction(s) deemed appropriate in the circumstances

Executive Committee must inform both the member who made the complaint and the member who is the subject of their decision within 7 days of the decision being made

A member may appeal a decision of the Executive Committee in respect of a disciplinary matter or a complaint

### **Suspension**

- The member shall be informed in writing of the reasons for the suspension and the date from which the suspension shall commence.
- During the period of suspension, the member is suspended from all activities at, or on behalf of, the club and therefore shall be ineligible to participate as a member, in the affairs of the Club.
- The member may invoke the appeals procedure.

### **Termination of Membership**

- The General Committee shall have the power to terminate the membership of any individual member where it has been clearly demonstrated through the disciplinary and appeals procedure that a serious breach of the Club Constitution, rules or procedures has taken place.
- Notification of the termination of a membership will be forwarded to the Governing Body.



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## APPEALS PROCEDURE

An appeal must be made in writing to the club Secretary within 14 days of the member being notified about the outcome of the complaint procedure or disciplinary procedure.



The Executive Committee will meet and have the power to confirm, set aside or alter any sanction already imposed.



The Executive Committee must inform the member of their decision, in writing, within 7 days of the decision being made



Notification of the outcome of an appeal will be forwarded to the Governing Body



Following the appeals procedure, if any party is not satisfied, the matter can be referred to the Governing Body of the sport concerned.