

## WIGHT EAGLES LADIES FC

### COMPLAINTS PROCEDURE

1. The person making the complaint must put their complaint in writing and send it to the Secretary.  
*(Note - if the complaint is about the conduct of the Secretary, the letter should be sent to either the Chair or, if appropriate, the Club Welfare Officer. In these cases, references in the following paragraphs to the Secretary shall be interpreted as referring to the Chair or CWO).*
2. The Secretary will acknowledge receipt of the complaint within 7 calendar days.
3. The Secretary will then share the complaint with the Chair and the Club Welfare Officer (if appropriate) and they will satisfy themselves that the complaint is not trivial or malicious or vexatious before taking further action.
4. Having applied the test in para 2 and satisfied themselves that the complaint is substantive (ie not trivial, malicious or vexatious) the Chair and the CWO (if appropriate) will ask the Secretary to forward a copy of the complaint to the person(s) who is/ are the subject of the complaint or who is/ are in charge of the area of activity that is the subject of the complaint. In the event that the complainant requests anonymity, this will be respected in forwarding the email/ letter.
5. If the Club officials listed in para 2 believe the matter can best be dealt with by way of mediation, then they will suggest this course of action to both parties. If they are content to proceed in this way, then further action can proceed accordingly.
6. If the Club Welfare Officer believes that Child Protection and/or Safeguarding issues are involved, then further action must proceed in line with the appropriate FA procedures, including where appropriate the involvement of the police and local social services departments.
7. In all other cases, further action will be by way of a hearing and the application of sanctions where the complaint is substantiated.
8. In such cases, the Club will in forwarding the complaint to the person or persons who are its subject specify that it requires a written response from them within seven days.
9. Having received the response, the Secretary will forward it to the complainant. If the matter can be subsequently closed as a result of the complainant accepting the contents of the response, the matter will be ended.
10. If this is not possible, then the Club will set up a Disciplinary Committee for the purpose of considering the complaint. This should normally comprise the Chair,

the Secretary and (if appropriate) the CWO and up to two other members of the Management Committee to be appointed by the Chair. The Disciplinary Committee will not include anyone directly named or involved in the complaint or who has a vested interest in the outcome.

11. The Secretary will invite both parties to a meeting of the Disciplinary Committee to deal with the matter. The invitation should indicate the date/time/venue of the meeting and give at least 14 days' notice of it so that the parties concerned can make arrangements to attend should they wish to do so. The invitation must also advise that if they do not attend the matter will be dealt with in their absence.
12. The Disciplinary Committee members will be given copies of all relevant paperwork in advance of the hearing so that they can read it and be fully aware of the complaint and response.
13. At the Disciplinary Committee meeting a verbal outline of the complaint will be given by the Secretary and the Committee will then hear from the person who made the complaint and the person(s) who is/are the subject of the complaint. The Committee will then ask any questions deemed appropriate to challenge or clarify what has been written or said. There will then be an opportunity for the parties to cross-question each other through the Committee Chair.
14. The person(s) the complaint is about will be asked to sum up; and then the person who has made the complaint will do the same. Both parties will then be asked to leave the room to allow the Committee to deliberate and reach a decision.
15. After a decision is reached, both parties will then be asked back into the room and given the decision which will be binding (and followed up in writing); alternatively, both parties will leave the meeting altogether after being informed that the club will advise them of their decision in writing.
16. If the complaint is substantiated, the Disciplinary Committee will give either
  - 1) An oral warning; or
  - 2) A written warning; or
  - 3) A touchline ban (where appropriate) for a specified time, or indefinitely; or
  - 4) An order to expel an individual or individuals from the Club.
17. There will be no formal right of appeal from the Committee's decision, but there are avenues for complaining of the Club's conduct to the Hampshire FA.

**Wight Eagles Ladies FC**  
**April 2024**