



# Coill Dubh Association Football Club

## Complaints, Grievances & Discipline Policy

### 1. Purpose

The purpose of this policy is to outline the procedures for lodging complaints, addressing grievances, and implementing disciplinary measures. It aims to ensure that all concerns are dealt with promptly, fairly, and consistently.

### 2. Scope

This policy applies to all members of Coill Dubh A.F.C., including:

- Youth players
- Senior players
- Parents and guardians
- Volunteers (coaches, managers, committee members, and operational staff)

This Code of Conduct should be read in conjunction with the club's **Code of Conduct**.

### 3. Policy Statement

Coill Dubh A.F.C. is committed to ensuring a fair, transparent, and structured approach to handling complaints, grievances, and disciplinary matters. This policy provides a clear framework for addressing concerns while maintaining the integrity, safety, and reputation of the club. All members of the club are expected to adhere to the club's standards of conduct and to follow the appropriate channels for resolving disputes.



## 4. Complaints & Grievances

### a) Definition of a Complaint or Grievance

A complaint or grievance is any concern or dissatisfaction raised by a member of the club regarding the conduct, decisions, or actions of another member, volunteer, or the club itself. Complaints may relate to breaches of club policies, inappropriate behaviour, unfair treatment, or operational concerns within Coill Dubh A.F.C.

### b) Lodging a Complaint

Any member of the club who has a concern or grievance should follow these steps:

1. **Informal Resolution:** Where possible, the issue should be raised informally with the relevant individual (e.g., coach, manager player, committee member) to seek resolution.
2. **Formal Complaint:** If the issue is not resolved informally, the complainant should submit a written complaint to the Club Secretary, outlining the details of the concern, relevant dates, and any supporting evidence.
3. **Acknowledgment & Review:** The complaint will be acknowledged within **ten** working days and reviewed by the Executive Committee.
4. **Investigation:** If necessary, an investigation will be conducted, including gathering statements from relevant parties.
5. **Outcome & Response:** The complainant will receive a formal response within **fifteen** working days from the initial acknowledgement, outlining any findings and resolutions. If more time is required, the complainant will be notified.

### c) Appeals Process

If a complainant is dissatisfied with the outcome, they may submit an appeal in writing to the Club Secretary within seven days of receiving the decision. The appeal will be reviewed through one of the following methods, depending on the nature of the complaint:

1. **Escalation to a Senior Club Official** – The appeal may be reviewed by a senior club official who was not directly involved in the original decision, such as the Club Chairperson or Vice-Chairperson.



2. **Committee Subgroup Review** – A subgroup of the Executive Committee, excluding those involved in the initial decision, may review the appeal to ensure impartiality.
3. **Referral to the League or Governing Body** – If appropriate, unresolved disputes may be escalated to the club's affiliated league or governing body for further review.

A final decision on the appeal will be communicated to the complainant within **fifteen** working days.

## 5. Disciplinary Process

### a) Grounds for Disciplinary Action

Disciplinary action may be taken against any member who breaches the club's **Code of Conduct** or engages in behaviour that:

- Brings the club into disrepute
- Harms or endangers another member
- Violates safeguarding policies
- Displays unsporting behaviour, abuse, or discrimination
- Engages in misconduct on or off the pitch

### b) Disciplinary Procedure

1. **Incident Report:** Any alleged breach must be reported in writing to the Club Secretary.
2. **Initial Review:** The Executive Committee will review the incident and determine if further investigation is required.
3. **Investigation:** If necessary, a fact-finding process will be conducted, including witness statements and reviewing evidence.
4. **Hearing:** If the matter is serious, a disciplinary hearing will be arranged, and the member in question will be given an opportunity to present their case.
5. **Decision & Sanctions:** Following the hearing, appropriate sanctions will be determined.



### **c) Possible Sanctions**

Disciplinary measures may include:

1. Verbal warning
2. Written warning
3. Additional training or mediation
4. Suspension from club activities
5. Suspension of club supports, including player registration or competition participation
6. Expulsion from the club

The club reserves the right to report serious breaches to external authorities where required.

## **6. Confidentiality & Fair Treatment**

- a) All complaints and disciplinary matters will be handled with strict confidentiality.
- b) No individual will be penalised for raising a genuine concern.
- c) All parties will be treated fairly, and the process will be free from bias.

## **7. Review and Updates**

This policy will be reviewed annually and updated as necessary to ensure continued compliance with best practices. Any changes to the policy will be communicated to all members.

## **8. Approval and Implementation**

- I. This policy was approved by the Committee of Coill Dubh A.F.C. on **17/02/2025**
- II. The policy is effective as of **17/02/2025**



## 9. Signatories

### Prepared by:

Signed: G Smith Date: **17/02/2025**  
George Smith, Club Secretary

### Checked by:

Signed: PCooney Date: **17/02/2025**  
Phil Cooney, Facilities Officer

### Authorised by:

Signed: PO'Sullivan Date: **17/02/2025**  
Paudie O'Sullivan, Honorary Life President

**Date of next review: 1<sup>st</sup> December 2026**