

Football Association Charter
Standard Community Club



CHARTER STANDARD
COMMUNITY CLUB



NIKE PARTNER CLUB



Club Secretary:

Steven Williamson
8 Dyke Nook Close
Whickham
Newcastle-upon-Tyne
NE16 5TD



Tel: 0191 488 9455
Club Mobile: 07804 687576

Registered under the Football Association's Child Protection Policy

www.whickhamfellsideyfc.co.uk

Club Management Committee:

Secretary – Steven Williamson 07804 687 576
Registration Secretary – Gary Carr
IT & Marketing – Paul Mitchell

President – Rob Hennessey 0191 4884482
Treasurer/Vice-Chairman – John Clark
Equipment & Marketing – Tony Smith
Safeguarding- Sue Broadbent

Chairman – Dave Nelthorpe 0191 4887985
Football Development Officer – Pete Craddock
Watergate and Pitch Facilitator – Paul Kelly

Club General Committee All Team Managers and Assistants

DFA Affiliation No. U-DUR3357

COMPLAINTS PROCEDURE

Whickham Fellside Youth Football Clubs' (WFYFC's) Complaint Procedure is its policy used to address problems, concerns or complaints from a member or any other associated individual or body.

1. A complaint in the first instance should be directed at the Team Manager who will try to resolve the problem in an amicable manner. If it is not possible to do this then the Team Manager will request the complainant to follow the procedure below.
2. Complaints must be made verbally or in writing to the Club Secretary within 72 hours of the incident (or in the case of item 1. above within seven days of reporting it verbally to the Team Manager). Any such communication should include all facts, details and witnesses, no further evidence will be allowed after this. The Club Secretary will give a verbal acknowledgement of any such complaint and will request that the verbal complaint is immediately followed up in writing.
3. Any complaint will then be acknowledged again either verbally or in writing by the Club Secretary depending on timescale and workload.
4. When all the relevant details of a complaint are available, the relevant members of the Club Management Committee will be convened and look to meet within fourteen days. The matter will be discussed and a decision made. That decision will be final and both parties will be informed in writing.

DISCIPLINARY PROCEDURE

Whickham Fellside Youth Football Clubs Discipline Procedure is its policy used to conclude any matter referred to the Club under the Complaints Procedure and to come to a full and final decision regarding any such complaint.

1. The Disciplinary Committee will be the relevant members of the Club Management Committee.
2. The Disciplinary Officer will be the Club Chairman.
3. The incident should be reported to the Disciplinary Officer within 48 hours of the written receipt by the Club Secretary under the guidelines of the Complaints Procedure.
4. The Disciplinary Officer will then convene the Disciplinary Committee to meet as soon as is practicable but no more than fourteen days from the original receipt of the written complaint by the Club Secretary.
5. Both parties will be informed of the final decision of the Disciplinary Committee within twenty eight days of receipt of the complaint in writing by the Club Secretary.
6. If a member of the Disciplinary Committee is involved in the Complaint then he or she shall not sit on the Committee.
7. The Disciplinary Officer and other members of the Disciplinary Committee will make reasonable investigations to ascertain the facts of the case. They will review any evidence submitted in writing from all parties making the complaint and acknowledge the input of any witnesses. They may, if it is deemed appropriate, request evidence to be submitted in person, by email or verbally by telephone to the Club Secretary.
8. If the Disciplinary Committee deem that the person who is the subject of the complaint is required to attend and answer allegations or provide evidence in person, that person will be entitled to be accompanied by another member of the club who will be requested to ask questions on their behalf and to support them.
9. The Disciplinary Committee will consider all appropriate evidence and following their deliberations they may deliver one of the following decisions:
 - (a) *Exoneration*. Under these circumstances the individual involved in the complaint will be cleared of any allegations of wrongdoing.
 - (b) *Deferral of Decision*. No decision is made and the Committee seeks further information before reconvening in order to reach a decision. The Committee will seek to reconvene at the earliest appropriate opportunity and will seek to avoid undue delay.
 - (c) *Guilty of a Disciplinary Offence*. The Committee believes that it is reasonable to conclude that the complaint is valid and that the subject of that complaint breached discipline.
10. In the event of a Club member being found guilty of a disciplinary offence the penalty will be decided by the Committee on the basis of the seriousness of the offence and the past record of the offender. The following penalties may be applied:
 - (a) Warning as to future conduct.
 - (b) Banned from football or any other Club activity for a period of between one game and one season. Bans can be applied immediately with no notice or they can be suspended for up to one and two seasons so that they would only be applied in the event of another breach of discipline. It is possible to apply part of the ban immediately and suspend the balance (e.g. a three week ban and a further six weeks ban suspended for two seasons).
 - (c) Expulsion from the Club.
11. The Club member or individual will be notified of the decision both by telephone and in writing by the Club Secretary as soon as practicable after the Disciplinary Committee meeting.
12. Any decisions can be in addition to any further disciplinary action decided upon by any other Governing Body or Agency in which the football is played for the offence in question.

13. Any ban is not only a ban from playing for the Club, but also includes a ban from training, coaching and participation in any Club activities.

14. In addition to the penalties above, the Committee may make additional conditions before a player may play again for the Club (e.g. the player may be asked to send a note of apology to the complainant).

15. The Club Disciplinary Committee will fully co-operate with Durham (or any other) F.A. and the Leagues in which the football is played with regard to any incident that concerns any Club member or team.

16. The decision of the Club Disciplinary Committee is final. There is no right of appeal.

17. The procedure for ongoing discipline will be: a verbal warning; a written warning; a second written warning; expulsion from the Club.