In the event that any Member, or Parent of a Member, feels that they has suffered discrimination, victimisation or harassment, or that Willingdon Athletic Youth FC’s policies, rules or codes of conduct have been broken, they should follow the procedures set out below.

In the first instance, we would suggest that any minor issues should be dealt with informally with the matter being raised with the Member’s Manager/ Coach by the member parent/ complainant at an appropriate time (i.e. not at or during a match or in front of the players). Should the matter not be resolved informally, not be appropriate for informal discussion (in particular should it involve an issue of child welfare), then the matter should be reported to the Club Secretary (“CS”) via [willingdonayfc@outlook.com](mailto:willingdonayfc@outlook.com)

The report should include:

* Details of what, where and when the incident took place.
* Any witness statements and names.
* Names of any others who have been treated in a similar way.
* Details of any former complaints made about the incident, dates, when and to whom made.
* A preference for a solution to the incident.

The CS will consider the issue as presented and decide whether further investigation is necessary or whether a written decision can be reached by simple reference to Willingdon Athletic Youth FC’s Policies, Rules or Codes of Conduct. If a written decision can be made without further investigation then this will take place within a reasonable time from the date of receipt of the report. Should the issue involve child welfare, further investigation will always be undertaken and the report will also be copied to the Welfare Officer (“WO”).

Should the CS determine that any complaint requires further investigation, a formal meeting may be convened. The Member Parent / Complainant and Manager may attend together with the CS, WO and a further senior Committee Member to minute the meeting. Any such meeting will be confidential and both parties will be asked to speak and further clarification and documentation may be requested. Any such meeting will be conducted politely and without use of inappropriate language.

The CS, WO and further Committee Member will consider and deliver a decision in writing. Such decisions will be in accordance with Willingdon Athletic Youth FC’s Policies, Rules or Codes of Conduct. The decision may be given immediately or by email within 2 weeks of the meeting date.

Willingdon Athletic Youth FC have the power to:

* Warn as to future conduct
* Suggest taking a county FA course relevant to the incident
* Suspend from membership
* Remove from membership

For any person found to have broken Willingdon Athletic Youth FC’s Policies, Rules or Code of Conducts there will be no appeal procedure.