

Complaints Document



November 2023

In the event that any member of the club feels that they have suffered discrimination of any form or that the club's policies, rules or codes of conduct have been broken or abused in any way the following action should be taken.

Any incident associated with safeguarding, child protection and/or general conduct should be reported in the first instance to the club's welfare officer, Vicky Swan (Mob 07496905616) and follow the guidance listed below.

The incident should be reported to NSFC secretary Dave Moor (Mob 07891598158) or any other club committee member. The report should include - -

- Detail of what, where and when the occurrence took place.
- Witness statements and names/contacts if applicable.
- Names of any others who have been similarly treated.
- Comprehensive details of any such previous incident(s).
- Detail of what would be considered a suitable solution.

NSFC committee will meet for any required hearing. They will have the power to - -

- Warn the individual(s) as to future conduct
- Suspend and/or remove the individual(s) from club membership if found to have broken any club policies or codes of conduct.

If the complaint is in regard to NSFC's committee, the individual(s) have the right to report the incident to the relevant County FA.

NSFC is always open to feedback from any member regarding any aspect of the club. If there are issues that do not fit the criteria of a complaint but are felt to require highlighting then feel free to contact the club secretary and/or the welfare officer.

Once NSFC has received the complaint the relevant committee member will speak with the complainant to discuss the best course of action. The actions that can be taken are - - -

- Request details of the grievance in writing (e;mail)
- Arrange to meet with who has reported the grievance. A minimum of 2 committee members must be present. Minutes of this meeting must be recorded.
- After all the details have been discussed the committee members will then report to the whole committee to consider any appropriate course of action – if any – to be taken.
- NFA are always available to committee members to request advice regarding any grievance under discussion.
- After considering advice and agreeing the appropriate course of action then a minimum of 2 committee members will meet with the individual(s) who raised the grievance and inform them of the course of action taken. Alternatively, if deemed acceptable, the outcome can be discussed over the phone.

Further information regarding complaints/discrimination is available from Northumberland FA welfare/safeguarding departments at Benton.

Tel: 01912700700

www.northumberlandfa.com/about/contact