



Discipline Policy Toft CC

The Club takes complaints seriously but prefers that issues regarding conduct, behaviour etc do not escalate. It will strive to deal with them informally as below. However, the Club recognizes a need to have in place procedures to be followed in the case of a serious complaint.

The Club will seek to ensure that all appropriate adults (including committee members, coaches and team managers) are familiar with the Club's Codes of Conduct regarding behaviour and Club rules, and in the instance that a concern or minor complaint comes to the attention of a relevant adult, he/she will seek to resolve the issue promptly and informally by issuing appropriate and ongoing guidance to the parties involved. This may be recorded and reported at the next suitable meeting.

Any serious complaint should be put in writing to the Club Secretary whereupon:

A Panel of three adults, to include a member of the management committee, (and in the case of a complaint involving a Junior, at least one member of the junior committee), shall come together to discuss the issue and shall issue a response within one month - Panel members to be selected by the Club Chairman or Club Secretary. In a case involving a Junior, the Club will ensure that a CWO is also present. The CWO in this instance will not act as part of the decision-making Panel.

Sanctions may be applied ranging from a warning, to suspension or expulsion from the Club – each case to be decided on its merits.

There shall be a right of appeal against the Panel's decision provided (a) the Appeal is made within 21 days of that decision and (b) that new and fresh evidence relating to the matter is presented.

The Appeal should be made in writing to the Club Chairman and will be considered within one month by an Appeal Panel consisting of the Club Chairman and two other members of the management committee not previously involved.

Should the original Panel decision have been to expel a member from the Club, that member shall be entitled to representation when the Appeal is being considered by the Appeal Panel.

February 2010