



## Torquespeed Football Club Complaints Procedure

In the event that any member of Torquespeed Football Club feels that he/she has suffered discrimination in any form or that the club's Policies, Rules or Code of Conduct have been compromised, the procedures below are to be followed:

1. They must report the matter in writing to the Club Secretary or another member of the Club Committee. The report must include:
  - details of what, when and where the occurrence 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, date, when and to whom;
  - a preference for a solution to the incident.
2. The Club's Management Committee will sit for any hearings that are required. Conclusions and decisions will be communicated as appropriate.
3. Notification of the intention to appeal shall be made in writing to the Club Secretary or another member of the Committee within 7 days of notification of the decision to be appealed against.
4. Appeal proceedings shall be conducted how, when and where the Club's Management Committee considers appropriate.
5. The Club's Management Committee will give no less than 7 days' notice of the date, time and venue of the appeal.
6. The Club's Management Committee shall proceed in the absence of any individual, unless it is satisfied that there are reasonable grounds for the failure of the individual to attend.
7. The Club's Management Committee will have the power to:
  - warn as to future conduct;
  - suspend from membership;
  - in serious or repeated cases remove from membership
8. The decision of the Club's Management Committee shall be final and there shall be no further right of challenge.
9. Written reasons for the decision and copies of minutes from the hearing(s) will be sent to the individual(s) concerned within 7 days of the hearing.

If the complaint is in regard to the Club's Management Committee, the member has the right to report the discrimination to Essex County FA.