

GRIEVANCE POLICY TEMPLATE

Club Name _____

If you feel that you have suffered discrimination or that a Club Rule, Policy or Code of Conduct has been breached, the following should guide you with regard to the next steps.

HOW DO I SUBMIT A COMPLAINT?

If you have a concern, please submit this in writing to your Club Equality Champion and safeguarding officer & the Committee.

What should I include in my complaint?

- What, when and where it took place
- Any witnesses and the relevant contact details
- If any former complaints have been made and to whom they were made
- Expectations as to your preferred solution for the matter

WHAT SHOULD HAPPEN?

- The Club should request any necessary further information in writing.
- The Club should then offer parties the chance to attend a Personal Hearing and appoint a Panel for this.

The Panel could reach a variety of outcomes, including but not limited to:

- No further action.
- Order to complete further training.
- Verbal warning.
- Written warning
- Exclusion from a prescribed number of matches.
- Exclusion from a prescribed number of training sessions.
- Removal from the team for a prescribed time.
- Refusal of re-registration.

FOLLOWING THE DECISION:

The decision of the Club should be communicated in writing to all relevant parties within ____ days of the conclusion of the investigation.

Parties should be offered the Right of Appeal to the decision, in writing within ___ days of the date of the decision.

PLEASE NOTE that to undertake an effective investigation, it may be necessary to suspend or place restrictions upon an individual's involvement. This is not an assumption of guilt.

In the first instance, please direct your concern to your Club Equality Champion and Safeguarding officer:

Name:

Name:

Email address:

Email address:

Tel no:

Tel no:

If you are unsure of the Rules & Regulations, please contact PAWB@FAW.Cymru for further advice & guidance.