

COMPLAINTS POLICY



COMPLAINTS PROCEDURE

All members representing Super Skills are expected to conduct themselves in a proper and sportsmanlike manner both on and off the pitch, when attending training or being involved in any Super Skills business.

1. In the first instance contact should be made with the Coach / Team Manager / Team Representative who will attempt to sort out any concerns or difficulties
2. If the Coach / Team Manager / Team Representative is unable to resolve the problem then this will be passed onto the Chairperson. The Chairperson will investigate the matter raised and may consult the Committee if so required
3. If neither of the above resolves the difficulty then the Chairperson may appoint an external mediator who is acceptable to all parties. Such mediator will operate in agreed confidentiality. They will have no legal powers to enforce a solution but may help to suggest possible ways forward to resolve the problem

COMPLAINTS CHARTER

In the event that any member feels that he or she has suffered discrimination in any way, or that the Super Skills Policies, Rules or Code of Conduct has been broken, should follow the procedures below:

- i. The matter should be reported to the Club Secretary or another member of the Committee
- ii. The report should include:
 - a. Details of what, when and where the occurrence took place
 - b. Any witness names and statement
 - c. Names of any others who may have been treated in a similar way
 - d. Details of any former complaints made about the incident, date, when and to whom made
 - e. A preference for a solution to the incident
- iii. A panel of three Committee members will be formed to sit for any hearings that are requested.
- iv. This panel will have the power to:
 - a. Warn as to future conduct
 - b. Suspend from membership
 - c. Remove from membership

of any person found to have broken the Club's Policies or Codes of Conduct.

- v. The decision of the panel will be final and not open to appeal