



Horsham Sparrows FC

Complaints procedure

In the event that any individual feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures below.

1. Complaints can be reported by any Member of the Club, County Football Association, Match Officials or Spectators be they part of Horsham Sparrows Football Club or not.
2. They should report the matter to the Club Secretary or another member of the Club Committee. (If the complaint is with regard to the Club Committee the individual has the right to report the matter direct to the relevant County Football Association).
3. Any report should include: a. Details of what, when, and where the occurrence took place b. Any witness statement and names c. Names of any others who 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
4. On notification the Club Secretary will notify the other members of the Club Committee who will appoint a sub-committee of no less than 3 members made up from the Club Committee, Club President, Club Vice-Presidents or Team Managers to review the incident.
5. It is permissible for the Club Committee to co-opt individuals from outside the list in 4 where an independent or specialist opinion is required.
6. Once appointed the sub-committee will meet to review the complaint and ask for statements, interviews or additional information as they require to reach a conclusion.
7. The subject of any complaint will be asked to provide details of any relevant information surrounding the allegation.
8. The sub-committee will have the power to: a. Warn as to future conduct b. Suspend from membership c. Remove from membership
9. The subject of the complaint has the right to appeal the decision of the sub-committee under the procedure detailed in 10 below.

10. Appeals Procedure

- a. Notification of an appeal against the sub-committee ruling must be received in writing by the Club Secretary within 14 days of the subject being notified of the decision. Page 2 of 2 Horsham Sparrows Football Club Complaints Procedure Version 1.0 Approved at AGM Meeting 02/06/08

- b. Notification must include details of the grounds for appeal
- c. On receipt the Club Secretary will arrange for the appeal to be reviewed by the remaining members of the Club Committee (The Appeals sub-committee) not involved in the original ruling to reach a final decision. (Note: If the full Club Committee was involved in the original decision then a new sub-committee will be appointed from the remaining categories detailed in 4 above).
- d. Once appointed the sub-committee will meet to review the complaint and ask for statements, interviews or additional information as they require to reach a conclusion.
- e. The Appeals sub-committee will have the power to:
- Approve the original ruling
 - Cancel the original ruling
 - Impose an alternative ruling
- f. The final decision will be notified to the subject of the complaint no later than 14 days from receipt of the appeal by the Club Secretary.
- g. There will be no further appeal to the Club Committee or membership of the Club.

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