



RUNCORN SAXONS F.C.

Club Chairman

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Club Secretary

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Club Media Officer

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Complaints Procedure

This policy is fully supported by the Club Committee Officers who are responsible for the implementation of this policy.



In the event that any member 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. Report the matter to the Club Secretary or another member of the Committee. Your 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.
2. The Club's Committee will sit for any hearings that are requested.
3. The Club's Committee will have the power to:
 - a. Warn as to future conduct;
 - b. Suspend from membership;
 - c. Remove from membership;

3a. c. may apply to any person found to have broken the Club's Policies or Codes of Conduct.