



RUNCORN SAXONS FC



ACCREDITED
PART OF ENGLAND FOOTBALL

**Club Chairman**

Ciaran Clotworthy

M: 07876752868**E:** Chairman@RSFC.co.uk**Club Secretary**

Sarah Lamb

M: 07730336822**E:** Secretary@RSFC.co.uk**Club Treasurer**

Esther Smith

M: 07889 022769**E:** Treasurer@RSFC.co.uk**Club Welfare Officer**

Rebecca Heath

M: 07960169124**E:** CWO@RSFC.co.uk**Commercial**

Si Newby

M: 07545009892**E:** Enquiries@RSFC.co.uk

Club Development Team **E:** Dev@RSFC.co.uk Stuart Graham **M:** 07903950318 / Si Newby **M:** 07545009892

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 they have suffered discrimination in any way, or that the Club's Policies, Rules or Codes of Conduct have been breached, they should follow the procedure below.

1. Report the matter to the Club Secretary – secretary@rsfc.co.uk

Your report should include:

- a) Details of what, when and where the incident occurred.
- b) The names of any witnesses and any witness statements available.
- c) The names of any others who may have been affected in a similar way.
- d) Details of any previous complaints relating to the incident, including dates and to whom they were made.
- e) Your preferred outcome or resolution, where appropriate.

Upon receipt, the Club Secretary will acknowledge the complaint, record it in the Club's incident register and refer it to the appropriate Club team for investigation.

The Club Secretary acts solely in an administrative capacity and will not participate in the investigation, disciplinary hearing, decision-making process or any appeal, except where required as a witness or where they are the complainant.



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2. Investigation

The complaint will be referred as follows:

Where disciplinary action is required, the Secretary shall convene a Disciplinary Panel comprising:

- The Chairperson (or nominated deputy);
- The Club Welfare Officer (for any case involving a child, safeguarding or welfare);
- One independent Committee member not directly involved in the incident.

The appointed investigating team will investigate the matter fully, fairly and impartially, gathering evidence and speaking with all relevant parties before presenting its findings.

Where there is a conflict of interest, alternative investigators or Committee members will be appointed.

3. Rights of the Respondent

Any individual who is the subject of a complaint will be informed of the nature of the allegation(s) against them and will be given a reasonable opportunity to provide their account and any supporting evidence before a decision is made.

The Club will provide sufficient information to enable the individual to understand and respond to the complaint. However, the Club may withhold or redact personal information where necessary to protect the welfare of children or adults at risk, comply with data protection legislation, or where disclosure could compromise the safety or wellbeing of another individual or an external investigation.

The Disciplinary Panel will consider all relevant evidence before reaching a decision.

4. Disciplinary Decision

Where disciplinary action is required, the findings of the investigation will be considered by a designated Club Discipline Committee.

The Discipline Committee will consist of individuals who have had no involvement in the investigation or administration of the complaint and will review all available evidence before reaching a decision.



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The Club Committee has the power to:

- a. Issue a warning as to future conduct.
- b. Suspend an individual from membership or Club activities.
- c. Remove an individual or individuals from membership.

5. Application

This procedure applies to any member, volunteer, parent, guardian, spectator, coach, manager or other person found to have breached the Club's Policies, Rules or Codes of Conduct.

Where an allegation involves safeguarding or where required by FA Rules or legislation, the matter may also be referred to the County FA, The Football Association and/or the appropriate statutory authorities.

5. Appeals

- a) Any person subject to disciplinary action under this procedure has the right to appeal the decision.
- b) Any appeal must be submitted in writing to the Club Secretary within **48 hours** of the written outcome being issued, clearly stating the grounds for the appeal.
- c) Upon receipt, the Club Secretary will acknowledge the appeal, record it and refer it to an internal and independent Appeals Panel. The Club Secretary will act solely in an administrative capacity and will not participate in the appeal hearing or decision.
- d) The Appeals Panel shall consist of at least **three Committee members or appointed independent persons** who have had no prior involvement in the complaint, investigation or original disciplinary decision.
- e) The Appeals Panel will review the original decision, the grounds for appeal and any relevant supporting information. The Panel may:
 - a. Uphold the original decision.
 - b. Amend the outcome or sanction.
 - c. Refer the matter back for further investigation
 - d. The decision of the Appeals Panel shall be communicated in writing by the Club Secretary and shall be final within the Club's internal procedures.

Rev 2 09/07/26

Review Date 09/07/28