



COMPLAINTS AND DISCIPLINE

South Shields FC Foundation
Charity Number 1176894

PURPOSE

To ensure South Shields FC Foundation handles complaints and discipline well

VERSION

Jan 2019

Dealing with Complaints and Discipline

1. Where a complaint is made to the club the person making the complaint must put their complaint in writing and send it to the Foundation Manager, Club Secretary or Welfare Officer

Investigation Phase

2. The letter of complaint will be sent to the person the complaint is about. We will ask the person complaining for permission to share their letter of complaint with the person who is the subject of the complaint. Such permission should also be given in writing and ideally, will be included in the original letter of complaint.
3. A letter will be sent by the Club to the person who is subject of the complaint outlining the concerns that have been raised and including a copy of the complainant's letter
4. The letter will specify that it requires a written reply from the person who is the subject of the complaint, within fourteen days and invite them to a Meeting to consider the matter.
5. The Foundation will carry out additional investigations and collect written evidence where this is appropriate.



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Complaints Panel

6. A Club letter will also be sent to the complainant inviting them to attend the meeting.
7. The Club letters to both complainant and the person who is subject of the complaint will indicate the date/time/venue of the Panel Meeting and give at least 14 days notice of it so that the parties concerned can attend should they wish to do so. The Club letter will advise that if they do not attend the matter will be dealt with in their absence.
8. The Panel dealing with the complaint will consist of 2 or more Officials of the Club and must NOT include anyone directly named or involved in the original complaint; or, who has a vested interest in the outcome.
9. The Panel members will need copies of all relevant paperwork in advance of the hearing so that they can read it and be fully aware of the complaint and response.
10. At the Panel Meeting a verbal outline of the complaint will be and the Panel would then hear from the person who made the complaint and the person who is the subject of the complaint. The Chair of the Panel would then ask any questions deemed appropriate to challenge or clarify what had been written or said.
11. The person the complaint is about will be asked to sum up; and then the person who has made the complaint will do the same. They will then be asked to leave the room to allow the Panel to deliberate and reach a decision or a date for a decision will be agreed.

Decision and Sanctions

12. After a decision is reached, both parties would then be asked back into the room and given the decision which will be binding (and followed up in writing); or alternatively, both parties would leave the meeting altogether after being informed that the club would advise of the decision in writing.