



CHARTER STANDARD  
COMMUNITY CLUB



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# *Club Handbook*

*Club Rules & Codes of Conduct*

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# ***INTRODUCTION***

Welcome to Danson Sports Football Club.

DSFC aims to provide people of all ages and abilities with access to organised football in a safe, respectful and nurturing environment.

DSFC actively supports the Football Associations Respect Campaign

The contents of this handbook outline the Club rules regarding discipline, kit, equipment and support. It also details the Clubs Complaints Procedure.

The handbook contains the Football Association Respect Codes of Conduct for Players, Parents/Spectators and Coaches, and the Club's Anti-discrimination & Equal Opportunities Policy, Child Protection Policy and Website Child Protection Policy.

***It is important that players, parents/guardians and supporters read the Club Handbook and understand the Code(s) of Conduct and policies within it.***

***It is recommended that parents/guardians go through the handbook with younger players, so they can fully understand it.***

# **DANSON SPORTS FC**

## **OUR FOOTBALL PHILOSOPHY**

**We believe** that for children to develop as football players and as people they must feel a sense of belonging, physically and emotionally safe, and valued and respected by others.

**We believe** football is a game of technical skill, tactical awareness and teamwork, and that there is no 'right' way to play the game. Players should be comfortable in possession of the ball and aware of their position within the team and the game. Players should also be prepared and able to adapt to changes in the phases of play.

**We believe** the best way to achieve this is through the delivery of high quality coaching using appropriate facilities and equipment.

**We believe** that young footballers should play for the love of the game above everything else

**We will** strive to help young players develop into balanced people by teaching, instilling and up-holding the Club's vision and values, including this philosophy and the Respect Code(s) of Conduct.

**We will** endeavour to help young football players improve their skills and develop the qualities& attributes and knowledge& understanding needed to play and enjoy playing football.

**We will** deliver coaching sessions which are engaging, interactive, structured, progressive and enjoyable, with those delivering the coaching fulfilling the roles of mentor, motivator and facilitator.

**We will** resist compromising our beliefs and our commitment to the well-being of the children to accommodate the agenda others.

**We will** always attempt to place participation, development and enjoyment of the game before results.

**THIS IS WHO WE ARE.**

## **MEMBERSHIP**

*Membership of Danson Sports Football Club allows individuals the opportunity to take part in activities that form part of the Club's approach to delivering its objects.*

*Membership may be refused or withdrawn where behavior and/or attitude is considered to be detrimental to the stability or reputation of the Club, or the enjoyment of activities by others.*

## **FEES**

*Each member of DSFC shall pay an annual membership fee. The membership period runs from August to July inclusive. Membership fees may be paid in advance, or in instalments as set out below.*

*In all cases an amount no less than the Initial Payment is payable at the point an application for membership is made.*

*Where membership applications are made for 2 or more children from the same family a sibling discount may be applied to the membership fee for the younger child/children as per the table below.*

*Other concessions may be agreed at the discretion of the Management Committee only.*

*DSFC is a Registered Charity and does not operate to generate profits. All fees are used to support the management, maintenance and development of the Club and facilities for the delivery of its Charitable objects.*

## **ANNUAL MEMBERSHIP FEES:**

<i>Bandings</i>	<i>Annual Membership</i>	<i>Initial Payment</i>	<i>Monthly Instalments (Sep-Jun inc.)</i>
<i>U7-U10</i>	<i>£325.00</i>	<i>£45.00</i>	<i>£28.00</i>
<i>U7-U10 T2</i> <i>(team training on 3G twice a week)</i>	<i>£375.00</i>	<i>£45.00</i>	<i>£33.00</i>
<i>U11-U18</i>	<i>£385.00</i>	<i>£55.00</i>	<i>£33.00</i>
<i>U11-U18 T2</i> <i>(team training on 3G twice a week)</i>	<i>£435.00</i>	<i>£55.00</i>	<i>£38.00</i>
<i>Kent Youth League</i>	<i>£460.00</i>	<i>£55.00</i>	<i>£40.50</i>
<i>Kent Youth League T2</i> <i>(team training on 3G twice a week)</i>	<i>£485.00</i>	<i>£55.00</i>	<i>£43.00</i>

<i>Sibling Bandings</i>	<i>Annual Membership</i>	<i>Initial Payment</i>	<i>Monthly Instalments (Sep-Jun inc.)</i>
<i>U7-U10 Sibling</i>	<i>£252.50</i>	<i>£22.50</i>	<i>£23.00</i>
<i>U7-U10 Sibling T2</i> <i>(team training on 3G twice a week)</i>	<i>£302.50</i>	<i>£22.50</i>	<i>£28.00</i>
<i>U11-U18 Sibling</i>	<i>£307.50</i>	<i>£27.50</i>	<i>£28.00</i>
<i>U11-U18 Sibling T2</i> <i>(team training on 3G twice a week)</i>	<i>£357.50</i>	<i>£27.50</i>	<i>£33.00</i>
<i>Kent Youth Sibling</i>	<i>£382.50</i>	<i>£27.50</i>	<i>£35.50</i>
<i>Kent Youth Sibling T2</i> <i>(team training on 3G twice a week)</i>	<i>£407.50</i>	<i>£27.50</i>	<i>£38.00</i>

## **SUPPORT**

*Football is a spectator sport as well as a participant sport. DSFC, and particularly the players, benefit from touchline support. We therefore urge all parents and guardians of junior members to support DSFC and their children on the touchline whenever possible.*

*Supporters are expected to abide by the Football Association Respect Code of Conduct – Spectators, Parents/Carers.*

*Failure to adhere to the Code may result in spectators being asked to leave the ground and may also be subject to further sanctions by the Club for Failure to Act in an Acceptable Manner.*

## **BEHAVIOUR AND DISCIPLINE**

*DSFC endeavours to provide an environment for members to develop their football skills and improve their fitness in a safe and enjoyable way.*

*To enable this, DSFC expects all members to act in a sensible and respectful way toward others.*

*Members attending coaching sessions are expected to involve themselves fully in the sessions arranged without argument or dissent.*

*At matches players are expected to conduct themselves responsibly, respectfully, in a sporting manner and within the rules of the Football Association.*

*Everybody associated with the Club is expected to abide by the Football Associations Respect Code(s) of Conduct.*

***Any player receiving a booking/red card while taking part in organized matches will within 10 days of the club receiving details of the fine reimburse the club the full amount of the fine they receive plus a £5 club administration fee.***

***Failure to do so will result in membership being suspended until the fine is paid in full.***

## **FAILURE TO ACT IN AN ACCEPTABLE MANNER**

*Unacceptable behaviour may result in sanctions from the team manager, coach or Club Committee, including but not limited to:*

- *suspension from coaching sessions*
- *suspension from league or cup teams*
- *de-registration from league teams*

*The ultimate sanction for unacceptable behaviour will be the cancellation of membership and can only be imposed by the DSFC Committee.*

*Any appeal against a disciplinary decision will be heard by the DSFC Committee whose decision shall be final.*

# **RESPECT CODE OF CONDUCT – YOUNG PLAYERS**

We all have a responsibility to promote high standards of behaviour in the game.

As a player, you have a big part to play. That's why The FA is asking every player to follow a Respect Code of Conduct.

## **When playing football, I will:**

- Always play to the best of my ability
- Play fairly – I won't cheat, complain or waste time
- Respect my team-mates, the other team, the referee or my coach/manager
- Play by the rules, as directed by the referee
- Shake hands with the other team and referee at the end of the game
- Listen and respond to what my coach/team manager tells me
- Talk to someone I trust or the club welfare officer if I'm unhappy about anything at my club.

**I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA or The FA:**

## **I may:**

- Be required to apologise to my team-mates, the other team, and referee or team manager
- Receive a formal warning from the coach or the club committee
- Be dropped or substituted
- Be suspended from training
- Be required to leave the club.

## **In addition:**

- My club, County FA or The FA may make my parent or carer aware of any infringements of the Code of Conduct
- The FA/County FA could impose a fine and suspension against my club



# **RESPECT CODE OF CONDUCT – ADULT PLAYERS**

We all have a responsibility to promote high standards of behaviour in the game.

Players tell us they want a referee for every match, yet thousands of match officials drop out because of the abuse and intimidation they receive on and off the pitch. Respect your referee today and you may just get one for every match this season.

Play your part and observe The FA's Respect Code of Conduct for players at all times.

## **On and off the field, I will:**

- Adhere to the Laws of The Game
- Display and promote high standards of behaviour
- Promote Fair Play
- Always respect the match officials' decisions
- Never engage in public criticism of the match officials
- Never engage in offensive, insulting or abusive language or behaviour
- Never engage in bullying, intimidation or harassment
- Speak to my team-mates, the opposition and my coach/manager with respect
- Remember we all make mistakes.
- Win or lose with dignity. Shake hands with the opposing team and the referee at the end of every game.

## **I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA or The FA:**

- Be required to apologise to team-mates, the other team, referee or team manager
- Receive a warning from the coach
- Receive a written warning from the club committee
- Be required to attend an FA education course
- Be dropped or substituted
- Be suspended from training
- Not be selected for the team
- Be required to serve a suspension
- Be fined
- Be required to leave the club.

## **In addition:**

- The FA/County FA could impose a fine and/or suspension on the club.

# **RESPECT CODE OF CONDUCT – SPECTATORS AND PARENTS/CARERS**

We all have a responsibility to promote high standards of behaviour in the game  
This club is supporting The FA's Respect programme to ensure football can be enjoyed in a safe, positive environment.  
Remember children's football is a time for them to develop their technical, physical, tactical and social skills. Winning isn't everything.

Play your part and observe The FA's Respect Code of Conduct for spectators and parents/carers at all times.

## **I will:**

- Remember that children play for FUN
- Applaud effort and good play as well as success
- Always respect the match officials' decisions
- Remain outside the field of play and within the Designated Spectators' Area (where provided)
- Let the coach do their job and not confuse the players by telling them what to do
- Encourage the players to respect the opposition, referee and match officials
- Avoid criticising a player for making a mistake – mistakes are part of learning
- Never engage in, or tolerate, offensive, insulting, or abusive language or behaviour.

**I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA, league or The FA:**

## **I may be:**

- Issued with a verbal warning from a club or league official
- Required to meet with the club, league or County FA Welfare Officer
- Required to meet with the club committee
- Obligated to undertake an FA education course
- Obligated to leave the match venue by the club
- Requested by the club not to attend future games
- Suspended or have my club membership removed
- Required to leave the club along with any dependents.

## **In addition:**

- The FA/County FA could impose a fine and/ or suspension on the club.

# **RESPECT CODE OF CONDUCT – COACHES, TEAM MANAGERS AND CLUB OFFICIALS**

We all have a responsibility to promote high standards of behaviour in the game.

In The FA's survey of 37,000 grassroots participants, behaviour was the biggest concern in the game. This included the abuse of match officials and the unacceptable behaviour of over competitive parents, spectators and coaches on the side-line.

Play your part and observe The Football Association's Respect Code of Conduct in everything you do.

## **On and off the field, I will:**

- Show respect to others involved in the game including match officials, opposition players, coaches, managers, officials and spectators
- Adhere to the laws and spirit of the game
- Promote Fair Play and high standards of behaviour
- Always respect the match official's decision
- Never enter the field of play without the referee's permission
- Never engage in public criticism of the match officials
- Never engage in, or tolerate, offensive, insulting or abusive language or behaviour.

## **When working with players, I will:**

- Place the well-being, safety and enjoyment of each player above everything, including winning
- Explain exactly what I expect of players and what they can expect from me
- Ensure all parents/carers of all players under the age of 18 understand these expectations
- Never engage in or tolerate any form of bullying
- Develop mutual trust and respect with every player to build their self-esteem
- Encourage each player to accept responsibility for their own behaviour and performance
- Ensure all activities I organise are appropriate for the players' ability level, age and maturity
- Co-operate fully with others in football (e.g. officials, doctors, physiotherapists, welfare officers) for each player's best interests.

# **RESPECT CODE OF CONDUCT – COACHES, TEAM MANAGERS AND CLUB OFFICIALS (cont'd)**

**I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA, league or The FA:**

- Required to meet with the club, league or County Welfare Officer
- Required to meet with the club committee
- Monitored by another club coach
- Required to attend an FA education course
- Suspended by the club from attending matches
- Suspended or fined by the County FA
- Required to leave or be sacked by the club.

**In addition:**

- My FACA (FA Coaches Association) membership may be withdrawn.

# ***FACILITIES***

## ***BUILDINGS AND GROUNDS***

*The buildings and grounds provided by the Club include;*

- *Clubhouse*
- *Pitches (grass and artificial)*
- *Parking area*

*All members are expected to assist in keeping the buildings and grounds clean and tidy by using the bins provided for rubbish, removing football boots before entering the Clubhouse and generally acting with due consideration for safety, health and hygiene.*

*Any member found to be wilfully misusing or damaging the facilities accepts financial liability for the repair of the facilities and may be subject to sanctions by the Club for Failure to Act in an Acceptable Manner.*

## ***EQUIPMENT***

*DSFC provides equipment to facilitate coaching sessions and matches. This equipment includes but is not limited to:*

- *footballs*
- *goals and nets*
- *cones, markers and slalom poles*
- *training bibs*

*All members are expected to treat the equipment with care and respect, and to pay particular attention to the avoidance of willful misuse and/or damage of the equipment, and the loss or unauthorized removal of equipment.*

*Any member found to be wilfully misusing or damaging equipment, or removing equipment without permission accepts financial liability for the replacement or repair of the equipment and may be subject to sanctions by the Club for Failure to Act in an Acceptable Manner.*

## KIT

*The football kits provided by DSFC are expensive and need to be kept in good order, and shall:*

- *be used only for Club league, friendly or cup matches*
- *be available for each league, friendly or cup match in a clean and tidy condition*
- *be returned to the Club in a clean and tidy condition at the end of each season or upon request*

*Members failing to keep kit in a clean and tidy condition or failing to return kit upon request accept financial liability for the replacement of the kit in question.*

*Kit provided for use by DSFC remains the property of the Club at all times. Sponsorship received in respect of kit, other attire and equipment is deemed sponsorship of the Club and in no way infers ownership or rights over the kit, other attire or equipment by any other party.*

*For their own safety and wellbeing members/players must attend coaching sessions and matches with the necessary kit/equipment, including:*

- » *Clean footwear suitable-for and appropriate-to the playing surface*
- » *Shin pads - Members will not be allowed to participate in 'opposed' activities without shin pads*
- » *Appropriate sports attire*
- » *A bag for clothes (it is not always possible to leave clothes in the changing facilities)*
- » *Warm clothing and coat (weather depending)*
- » *Still or isotonic drink*
- » *Medical needs (inhalers etc.) - Members will not be allowed to participate if they attend without any relevant medical aids/equipment*

## ANTI-DISCRIMINATION AND EQUAL OPPORTUNITIES POLICIES

*Danson Sports Football Club is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by everyone, equally. Our commitment is to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.*

*Equality of opportunity at Danson Sports Football Club means that in all our activities we will not discriminate or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.*

*This includes:*

- *The advertisement for volunteers.*
- *The selection of candidates for volunteers.*
- *Courses.*
- *External coaching and education activities and awards.*
- *Football development activities.*
- *Selection for teams.*
- *Appointments to honorary positions.*

*Danson Sports Football Club will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.*

Danson Sports Football Club is committed to the development of the programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within its own organisation and in the wider context, within football as a whole.

## EQUAL OPPORTUNITIES POLICY FOR CLUBS

*Danson Sports Football Club is committed to a policy of equal treatment of all members and requires all members of whatever level or authority, to abide and adhere to this general principle and the requirements of the Codes of Practice issued by the Equal Opportunities Commission and Commission for Racial Equality. All members are expected to abide by the requirements of the Race Relations Act 1976, Sex Discrimination Act 1986 and Disability Discrimination Act 1995. Specifically, discrimination is prohibited in:*

- *Treating any individual on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientated or disability less favourably than others.*
- *Expecting an individual solely on the grounds stated above to comply with requirement(s) for any reason whatsoever related to their membership, which are different to the requirements for others.*
- *Imposing on individual requirements which are in effect more onerous on that individual than they are on others. For example, this would include applying a condition (which is not warranted by the requirements of the position) which makes it more difficult for members of a particular race or sex to comply than others not of that race or sex.*
- *Victimisation of an individual.*
- *Harassment of an individual (which for the purposes of this policy and the actions and sanction applicable thereto is regarded as discrimination).*
- *Any other act or omission of an act, which has as its effect the disadvantaging of a member against another, or others, purely on the above grounds. Thus, in all the Club's recruitment, selection, promotion and training processes, as well as disciplinary matters etc. – in other words all instances where those in control of members are required to make judgements between them – it is essential that merit, experience, skills and temperament are considered as objectively as possible.*



*Danson Sports Football Club commits itself to the immediate investigation of any claims of discrimination on the above grounds and where such is found to be the case, a requirement that the practice cease forthwith, restitution of damage or loss (if necessary) and to the investigation of any member accused of discrimination.*

*Any member found guilty of discrimination will be instructed to desist forthwith. Since discrimination in its many forms is against the Football Club's policy, any members offending will be dealt with under the disciplinary procedure.*

*The Football Club commits itself to the disabled person whenever possible and will treat such members, in aspects of their recruitment and membership, in exactly the same manner as other members, the difficulties of their disablement permitting assistance will be given, wherever possible to ensure that disabled members are helped in gaining access. Appropriate training will be made to such members who request it.*

## CHILD PROTECTION POLICY

*1. Danson Sports Football Club acknowledges its responsibility to safeguard the welfare of every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all members.*

*A child or young person is anyone under the age of 18 engaged in any club football activity. We subscribe to The Football Association's child protection and best practice policy and procedures and endorse and adopt the policy statement contained in that document.*

*2. The key principles of The FA child protection policy are that:*

- The child's welfare is, and must always be, the paramount consideration*
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation*
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately*
- Working in partnership with other organisations, children and young people and their parents or carers is essential.*

*We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.*

*Danson Sports Football Club recognises that this is the responsibility of every adult involved in our club.*

*3. Danson Sports Football Club has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's child protection regulation (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This includes those who are a volunteer, match official, helper on club tours, football coach, club official or medical staff.*

*4. We endorse and adopt The FA's child protection and best practice guidelines for recruiting volunteers and will:*

- Develop a role profile*
- Request identification documents*
- As a minimum meet and chat with the applicant(s) and where possible conduct interviews before appointing*
- Request and follow up with two references before appointing*
  
- Require an FA DBS (CRB) Unit Enhanced Disclosure where appropriate in line with FA guidelines.*

*All current Danson Sports Football Club members with direct access to children and young people will be required to complete a CRB Enhanced Disclosure via The FA CRB Unit.*

*If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of Danson Sports Football Club guidance will be sought from The Football Association. It is noted and accepted that The FA will consider the relevance and significance of the information obtained via The FA CRB Unit Enhanced CRB Disclosure and that all decisions will be made in the best interests of children and young people.*

*It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of 'grooming' within football.*

*5. Danson Sports Football Club supports The FA's whistle blowing policy. Any adult or young person with concerns about a colleague can 'whistle blow' by contacting:*

*The FA Child Protection Team on 0207 745 4771,*

*Or by writing to The FA case manager at:*

*The Football Association*

*25 Soho Square*

*London*

*W1D 4FA*

*or by going direct to the police, social services or the NSPCC.*

*Danson Sports Football Club encourages everyone to know about it and utilise it if necessary.*

6. *Danson Sports Football Club has appointed a Club Welfare Officer (CWO) in line with The FA's role profile and required completion of the child protection and best practice workshop. The post holder will be involved with designated person's training provided by The FA.*

*The CWO is the first point of contact for all club members and parents or guardians regarding concerns for the welfare of any child or young person. They will liaise directly with the CFA CPO and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of poor practice and abuse amongst club members.*

7. *We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players, parents or guardians should be able to tell and know that incidents will be dealt with promptly.*

*Incidents need to be reported to the CWO, a member of the committee or, in cases of serious bullying contact the CFA CPO.*

8. *Codes of conduct for players, parents or spectators, officials and coaches have been implemented by Danson Sports Football Club.*

*In order to validate these codes of conduct the club has clear sanctions to deal with any misconduct at club level and acknowledges the possibility of potential sanctions which may be implemented by leagues or the CFA in more serious circumstances. All prospective members will be informed of these codes.*

9. *Further advice on child protection matters can be obtained from:*

- *The County Football Association's Child Protection Officer, whose details can be found in the County Handbook*
- *The Football Association/NSPCC Child Protection 24-Hour Helpline 0808 800 5000*
- *[www.TheFA.com/Goal](http://www.TheFA.com/Goal)*
- *The FA child protection team on 0207 745 4649.*

*The Football Association Club child protection policy/Goal*

## WEBSITE CHILD PROTECTION POLICY

*The protection and security of the clubs players is paramount and therefore the website has the following policies on various safeguards.*

### *Site Content*

- *All contents of this site is, in the main, for the benefit of those registered as members of the club.*
  
- *Club member's names will be used by the site, but no personal details will be disclosed and only club playing history Appearances and Goals will be used.*
  
- *News stories, match reports and features may be accompanied by images but no direct identification will be disclosed.*
  
- *Any personal contact information held by the club of registered club members will not be:*
  - *Included in this site.*
  - *Forwarded to associated sites.*
  - *Made available to third parties.*
  - *Disclosed to any other medium.*
  
- *Locations of matches will, where possible not be revealed in their entirety, however in some cases it will be necessary to give details to inform the players/parents.*

### *Pictures, Photographs and Images*

- *Any images of players on the club website will not be accompanied with their first or surname unless parents have requested it to be given.*
  
- *Images may be accompanied in news and reports relating to certain players but they will not necessarily be in the correct order in which they are stated in that news or report.*
  
- *No inappropriate images will appear on this site, any images deemed unsuitable should be outlined by emailing the address below.*
  
- *Parents/Guardians of all registered club playing members have the right to request the removal of any image material that appears on site.*

# MAIN CLUB CONTACTS

## **Chairman:**

**Steve Wicks**

Tel: 07377 996712

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## **Secretary:**

**Steve Rayner**

Tel: 07377 996714

e-mail: [steve.rayner@dansonsports.com](mailto:steve.rayner@dansonsports.com)

## **Welfare Officer:**

**Lorraine Rayner**

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## **Treasurer:**

**Toni Hooton**

Tel: 07813 091332

e-mail: [toni.hooton@dansonsports.com](mailto:toni.hooton@dansonsports.com)

## **Registrations Secretary:**

**Toni Hooton**

Tel: 07813 091332

e-mail: [toni.hooton@dansonsports.com](mailto:toni.hooton@dansonsports.com)

## **Complaints & Discipline Officer:**

**Dave Kelly**

Tel: 07838 132465

e-mail: [dave.kelly@dansonsports.com](mailto:dave.kelly@dansonsports.com)

## **Kit & Equipment**

**Steve Rayner**

Tel: 07377 996714

e-mail: [steve.rayner@dansonsports.com](mailto:steve.rayner@dansonsports.com)

## **Player Recruitment Officer:**

**Dave Kelly**

Tel: 07838 132465

e-mail: [recruitment@dansonsports.com](mailto:recruitment@dansonsports.com)

**Club Website:** [www.dansonsports.com](http://www.dansonsports.com)

**Club e-mail:** [info@dansonsports.com](mailto:info@dansonsports.com)

# COMPLAINTS PROCEDURE

In the event any Club member or visitor believes he or she has been mistreated or suffered discrimination in any way, or that the Club Policies, Rules or Code(s) of Conduct have been broken, they should follow the procedures below.

1. Report the matter in writing to the Club Secretary or another member of the Committee, or, if your complaint is pertinent to Child Protection, to the Club's Welfare Officer.
2. The letter of complaint should include details of;
  - i. what took place,
  - ii. when and where the incident(s) took place,
  - iii. those persons involved in the incident(s)
  - iv. any witnesses along with their statements.
  - v. any others who have been or claim to have been mistreated in a similar way.
  - vi. any previous complaint(s) made about the incident.
  - vii. your preferred solution to the incident(s).
3. The Club will write to the complainant within 7 days of receipt of the letter to;
  - i. acknowledge the complaint
  - ii. confirm which Committee members will be handling the complaint (the Complaint Panel)
  - iii. advise of the proposed timetable for investigating and dealing with the complaint.
4. The Complaint Panel will comprise of at least five Committee members, including at least two of the Chairman, the Secretary or the Treasurer. In all cases of Child Protection issues the Club's Welfare Officer will form part of the Complaint Panel.
5. Where any member is found to have broken Club Policies or Code(s) of Conduct the Complaint Panel will have delegated authority to;
  - i. warn as to future conduct.
  - ii. suspend from membership.
  - iii. remove from membership
  - iv. determine whether any Child Protection issues should be referred to an official body, e.g. The Police