



Peebles FC Complaints Handling

Guidance and handling poor behaviour and Breaches of the Code of Conduct

Managing complaints

In the event that any member of the club (or external party) feels that he or she has suffered unfair treatment or that the club's Policies, Rules or Codes of Conduct have been broken, they should follow the procedures outlined here.

1. Complaint raised by Parent/Player or Person External to the Club

a. Complaint managed within Squad Age Group by Lead Coach

In the first instance we would prefer that the parties concerned try and resolve the issue between themselves. If this route provides a solution to the issue to the reasonable satisfaction of all, then that can be considered the end of the matter.

It may be at this point that the coach, parent or player might wish to raise the issue with a member of the Executive Committee for help to resolve the situation in an informal way.

2. Handling of complaint that cannot be resolved within the squad or in the event of an appeal to the sanction imposed by the lead coach following the conclusion of a

In the event that the parties are unable to resolve the situation or following the result of a complaint being handled within the squad and the complainant being unhappy with the outcome they should then report the matter to the Club Secretary or another member of the Executive Committee who will inform the Club Secretary.

The report should include:

- details of the event that has led to the complaint
- details of the extent to which you have tried to resolve the issue before complaining formally, if this is appropriate
- details of why they are unhappy with the conclusion of a complaint handled within the squad.

The complainant should receive notification that the complaint has been received **within 1 week** of submitting the complaint.

3. Executive Committee Panel



The Club Secretary will, with the Chair and CPO, organise for a panel drawn from the Executive Committee to include the CPO, at least one coach representative and one member from the chair, secretary or treasurer to consider the complaint within 4 weeks of having received the complaint.

The Panel will have the power, on behalf of the Executive Committee to call on evidence/witnesses to help them come to a decision. The Panel will have the ability to:

1. dismiss the complaint on the grounds that the matter is not sufficiently serious
2. dismiss the complaint on the grounds that there is insufficient evidence to allow the panel to make a decision;
3. allow the complaint but decide that the complaint is not upheld
4. allow the complaint and find in favour of the complainant.

All parties will be notified within one week of the panel having considered the complaint.

In the event that the complaint is upheld the Panel can chose to sanction in the following manner:

- uphold the sanction imposed by the lead coach, and/or
- provide a verbal warning regarding future conduct, or
- provide a written warning as to future conduct, or
- inform in writing the intention to suspend from membership for a period of time, or
- inform in writing their recommendation that member be permanently removed from membership of the club*

***in the event that the panel consider that the membership be permanently removed from a player that must be considered and a decision made by the full Executive Committee.**

4. Right of appeal to a complaint.

All parties involved have the right to ask to be heard by the Executive Committee if they are unsatisfied with the outcome of the Panel's decision. The request for an appeal should be made within 2 weeks of the Panel's decision being made known. The appeal should be heard within 4 weeks of the request. All appeals will be heard by the Executive Committee.

Managing Poor Behaviour (essentially a complaint raised by the lead coach about a player)



From time to time coaches may need to manage aspects of player/parent behaviour that is not in line with our code of conduct. It is better to have highlighted aspects of behaviour early on before any sanctions are required.

However, it may be that in the case of a player failing to maintain good conduct over a period of time that the coaches decide that a verbal warning is required (it is good practice to let the parent know that you have raised poor behaviour with the player and set out reasonable expectations). It should be made clear that if poor behaviour recurs then the coach may decide to suspend the player for a period of time. That may be for one or more training sessions (and or games depending on the age/circumstances). In the main it is the responsibility of the coaches to maintain discipline, ideally with the support of parents/guardians.

Where a coach feels there is a need to suspend a player **[for a period of time greater than x weeks or y training sessions]** then they should inform the Executive Committee through the Secretary before finalising any decision.

The parties concerned have the right to appeal any decision regarding sanctions imposed by the lead coach.

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