

# Complaints Policy

The **Tynecastle Football Club** believes in creating an atmosphere that youngsters and adults will enjoy and learn in. However, we recognise that sometimes the club will need to take action to correct any examples of behaviours that are not conducive to the progression and development of the Club.

If any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct has been broken they should follow the procedure below.

1. Report the matter, in writing, to the Club Chairman, Club Secretary or Club Manager. In this report, it should include:
  - i. Details of what, when and where the occurrence took place
  - ii. Any witness statement and names
  - iii. Names of any others who have been treated in a similar way
  - iv. Details of any former complaints made about the incident, date, when and to whom made
  - v. A preference for a solution to the incident
2. The club's management committee will discuss the complaint at the earliest opportunity
3. After discussion about the reported incident the club's management committee will have the power to:
  - i. Warn as to future conduct
  - ii. Suspend from membership
  - iii. Remove from membership
  - iv. Consider there is no case to answer

any person found to have broken the Club's policies or codes of conduct.