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# Coleraine F.C. Youths

**- Stronger Together -**

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## Complaints Procedure

Coleraine Football Club (CFC) Youths recognise that sometimes things go wrong or mistakes are made.

In the event that any Youth Member, Parent/Carer, Club Official or Coach feels that he or she has suffered discrimination, experienced or witnessed something of concern or that the Club's Policies, Rules or Codes of Conduct has been broken they should report the matter to the Club.

In the first instance, we would hope that any issues could be dealt with informally with the matter being raised initially with the member's coach by the member's parent/guardian at an appropriate time (i.e. not during a match or in front of the players).

Should the matter not be resolved informally we would ask that it be reported to the Committee via email to [info@colerainefcyouths.com](mailto:info@colerainefcyouths.com).

### The report should include

- Details of what, where and when the incident took place
- Any witness statements and names
- Names of any others who have been treated in a similar way
- Details of any former complaints made about the incident, dates, when and to whom made
- A preference for a solution to the incident

Once we have all the information, a panel of Committee Members will be established to deal with the matter. They will have a meeting to discuss the issues raised, and if required a hearing may be required between those involved. Minutes will be taken of all meetings.

The complaint should be acknowledged in writing within 7 days.

We will endeavour to have a resolution within 1 month.

Once the panel has made a decision, the manager/coach, parent/guardian and youth member will be informed of the actions taken in writing.

If a manager or coach has a complaint against a player, parent/guardian or other club official, the matter will be dealt with in the same manner.



Coleraine FC Youths Management Committee will have the power to

- Warn as to any future conduct
- Suspend from membership
- Remove from membership

In the event that the complainant is unhappy with the findings or decision made by the panel, you can escalate the matter to the General Manager of Coleraine FC.

If the complaint is in relation to any member of the Management Committee, the member has the right to report the matter directly to the General Manager.