



COMPLAINTS AND DISCIPLINARY PROCEDURES

If you feel that you have suffered discrimination or that a club rule, policy or code of conduct has been breached, the following should guide you with regards to the next steps.

How do I submit a complaint?

- If you have a safeguarding concern, please submit this in writing to the club safeguarding officer.
- For non-safeguarding concerns about a club rule, policy or code of conduct breach, please submit this in writing to the committee.

What should I include in my complaint?

- What, when and where it took place.
- Any witnesses and the relevant contact details.
- If any former complaints have been made and to whom they were made.
- Expectations as to your preferred solution for the matter.

What should happen?

- The club will request any necessary further information in writing.
- The club will then offer parties the chance to attend a personal hearing and appoint a panel for this.
- The panel could reach a variety of outcomes, including but not limited to:
 - o No further action
 - o Order to complete further training
 - o Verbal warning
 - o Written warning
 - o Exclusion from a prescribed number of matches
 - o Exclusion from a prescribed number of training sessions
 - o Removal from team for a prescribed time

o Refusal of re-registration

Following the decision:

- The decision of the club will be communicated in writing to all relevant parties within 14 days of the conclusion of the investigation.
- Parties will be offered the right of appeal to the decision, in writing, to the South Wales FA within 14 days as of the date of the decision.

PLEASE NOTE that to undertake an effective investigation, it may be necessary to suspend or place restrictions upon an individual's involvement. This is not an assumption of guilt.