



*Marlborough Youth FC
in association with
Marlborough Town FC.*

*'Proudly supporting all football in
Marlborough'.*



MYFC Complaints Procedure

As per the Club Rules, the MYFC Executive Committee shall determine from time to time the procedure by which members may raise complaints with the Club.

The procedure at Jan 2025 is as follows:

If any member of the club feels that he or she has suffered cause for complaint in any way or that the club's Policies, Rules or Codes of Conduct have been broken, they should follow the procedures here.

1) Report the matter to the Club Secretary or another member of MYFC's Executive Committee.

2) The report should include:

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

3) MYFC's Executive Committee will sit in full or part for any hearings that are required.

4) MYFC's Executive Committee will have the power to:

- Warn as to future conduct.
- Suspend from membership/volunteering duties.
- Remove from membership/ volunteering duties.

5) This decision will be according to the individual circumstances and the extent to which any person is found to have broken the Club's Policies or Codes of Conduct, subject also to the provisions of MYFC Disciplinary Policy.

6) If the complaint relates to the Club's Executive Committee, the member has the right to report the complaint to the relevant County FA.

End

Initial: StuS Oct 17

RevA: StuS Jan 25, including renamed.