



Haydon Bridge United Football Club's Complaints Procedure

Successful resolution of differences of opinions, misunderstandings etc depends on the willingness of all parties involved to communicate with each other. Every effort should be made to resolve disputes in an informal manner where possible. However, there will be occasion where issues cannot be resolved easily and for those issues will need to be resolved formally.

Haydon Bridge United FC provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

Formal Grievance Procedure

- At the earliest opportunity, the Club Secretary must be informed of the issue.
- The grievance must be submitted in writing and include the full details of all involved parties and all details of the nature of the issue. It should also include where possible a suggested resolution to the issue
- The Club Secretary will report the issue to the Chairman and Welfare Officer (where applicable)
- A panel will be formed, consisting of, but not limited to, the Club Secretary, Chairman and Welfare Officer
- The panel will discuss the grievance and consider whether a resolution can be actioned or whether further information and a hearing is required
- If a hearing is required, all parties will be called and given equal opportunity to present their case.
- Following the hearing, the panel will make a decision on how best to resolve the issue. The decision will be communicated to all parties in writing
- Decisions will be made within 2 weeks of the formal procedure's initiation
- The decision of the Panel is final, and no appeal is permitted