



Beaconsfield Town Youth FC Complaints & Disciplinary Procedure

The aim of the Beaconsfield Town Youth FC Complaints and Disciplinary Procedure is to provide a framework and process for making complaints or raising concerns, investigating those complaints/concerns and managing the outcomes of any investigations. The procedure aims to ensure fair, equitable and consistent treatment for all. It aims to ensure that, where practical, matters are dealt with quickly and members are given every opportunity to improve. This procedure applies to Clubs players, coaches, volunteers, parents and spectators. This procedure is intended to be used for complaints that are made within the Club or by the League, FA or opponents. Complaints made to the FA will be subject to the FA Disciplinary Procedures.

Safeguarding

Any incident involving potential safeguarding* concerns must be reported immediately to the Club's Welfare Officer and may be escalated to appropriate governing bodies or authorities. See Safeguarding Children Policy (appendix a) and Reporting Safeguarding Concerns (appendix b).

*Safeguarding concerns; physical abuse, emotional abuse, sexual abuse, grooming, child sexual exploitation, neglect, bullying, cyberbullying, extremism, county lines, peer on peer abuse.

Misconduct and Poor Practice complaints

Lower level complaints/concerns that on their own don't meet the threshold for a Safeguarding concern would be managed via this procedure. This includes unsatisfactory standards of performance and behaviour, misconduct, poor practice and breach of the FA/Club Respect Grassroots code.

The list below is not exhaustive but gives an idea of the type of behaviour which constitutes misconduct or poor practice for clubs to manage without the involvement of the County FA.

- Breach of FA Respect Grassroots Code
- Engaging in, or tolerating, inappropriate, offensive, insulting or abusive language or behaviour
- Having a win at all costs mentality and failing to be gracious in defeat
- Lack of respect for other individuals, such as match officials, opposition coaches, players, managers and spectators and failing to accept a match official's decision
- Failure to display and promote consistently high standards of behaviour
- Inappropriate use of social media
- Allowing rough and dangerous play
- Putting performance over the wellbeing and safety of players
- Failure to provide effective supervision for coaching sessions
- Over training and exerting undue influence over players
- Not holding required FA coaching qualifications for the role being carried out
- Failing to address the additional needs of disabled players or other vulnerable groups
- Failure to respect and listen to the opinions of children and consider the rights and responsibilities of children
- Allowing confidential information to be shared inappropriately
- First aid being administered without others being present other than in an emergency

Disciplinary Committee

The club has a Disciplinary Committee to handle all formal cases. Members should be impartial and not directly involved in the incident. The Disciplinary Committee is Club Secretary, Club Welfare Officer and Club Committee Member. Appeals would be heard by the Club Chair.

Procedure for managing complaints/concerns

Where possible, we would expect the Team Manager or Coach to try to resolve any minor issues. The process for escalating complaints/concerns is as follows:

Complaint/Concern

- Complaint/Concern sent to Club Child Welfare Officer or Club Secretary by either email or phone (contact details appendix c)
- Complaint/Concern formally recorded
- Where complaint or concern is about the opposition, the opposition Club are notified
- Initial investigation plan drafted including initial list of witnesses

Communication

- Where appropriate, relevant parties are notified of complaint/concern
- This may include: coaches, parents/guardians, spectators, child via a parent/guardian
- Disciplinary Committee notified

Investigation

- Evidence to be gathered from witnesses via interviews or written communication
- Where complaint/concern is about a child (U18), a parent/guardian must be present at all times
- Where a witness is a child (U18), a parent/guardian must be present at all times
- If appropriate there will be a formal disciplinary hearing

Disciplinary Committee Review

- Investigation shared and Committee given opportunity to ask Child Welfare Officer questions
- If necessary, further investigation may be requested
- Discussion and agreement of appropriate action with a focus on improvement of behaviour
- Sanctions will be used where appropriate (see Sanctions/Disciplinary Actions below)

Outcome Communicated

- Written outcome given to relevant parties
- Actions and/or sanctions implemented

Appeal

- Individual is given the opportunity to appeal (see right to appeal below)

Sanctions/Disciplinary Actions

The emphasis of the Disciplinary Procedure is, in the first instance, on the improvement of the offending member's behaviour by working in partnership with them rather than just on imposing sanctions. If sanctions are deemed appropriate, any disciplinary action will be proportionate to the offence and be progressively more serious for repeat offenders.

Level One: Verbal warning

Level Two: Written Warning

Level Three: Final Written Warning

Level Four: Suspension (number of games or weeks)

Level Five: Permanent exclusion from the club

Other sanctions may include:

Mandatory behaviour workshops, formal apology

Right to Appeal

Individuals have the right to appeal disciplinary decisions. Any appeal must be submitted in writing to the Child Welfare Officer within 7 days of the decision being communicated to the individual. The appeal will be reviewed by Club Chairperson. A decision will be made within 14 days of receiving the appeal.

Record Keeping

All disciplinary matters will be documented and stored securely for future reference, in line with data protection guidelines.

Appendix

Appendix a - Safeguarding Children Policy

Appendix b - Reporting Safeguarding Concerns

Appendix c - Contact details

Club Child Welfare & Discipline Officer - Sarah Richardson

Email: childwelfare.beaconsfieldtown@gmail.com

Mobile: +44 (0) 7557092261

Club Secretary - Brian Lewis

Email: brian1.lewis2@gmail.com

Mobile: +44 (0) 7956 337518