

Y.O.U.F.F

Young Ones United Football Foundation



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www.youff.org.uk

Complaints Procedure

YOUFF (the “Club”) deals with complaints fairly in accordance with its policies and procedures, including its code of conduct.

In the event that any member has a complaint, including where the Club's policies, rules or Code of Conduct has been breached, they should follow the procedures below.

1. They should report the matter to the Club Secretary.

The report should include:

- details of what, when and where the occurrence 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, date, when and to whom made; and
- a preference for a solution to the incident.

2. The Club Secretary will thoroughly investigate the complaint, including where necessary by liaising with the FA.

3. The Club Secretary will set out his/her understanding of the complaint, the action taken by the Club and the Club's findings in a letter.

4. If further action is necessary, the Club's Officers and/or Trustees will have the power to:

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

any person found to have broken the Club's Policies or Code of Conduct.

5. If you are still dissatisfied after you have exhausted our complaints procedure you may have the right to report the complaint directly to the applicable league or the Surrey Football Association. The Club will provide contact details on request.

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