

## Darlington Young Bulls Grievance Procedure

Darlington Young Bulls FC is committed to being a thriving, self-sustaining community football club. The club aims to ensure that players of all represented ages, levels and abilities have an opportunity to play football in a safe, positive and friendly environment. We wish to promote sportsmanship in all aspects of football under the jurisdiction of the Football Association. This policy applies to all young people regardless of age, gender, disability or ability, nationality, culture, religion or belief, sexual orientation, ethnicity, appearance, gender reassignment, social background or creed.

### Grievance Procedure

Darlington Young Bulls' FC recognises and values the contributions made by all of its members. However, it is recognised that in being a club problems may occur, ranging from minor to more serious. It is right that all members should feel confident to raise any issue in the knowledge that they will be treated fairly and honestly.

This procedure sets out to provide guidance to members to help them resolve problems quickly; generally an early resolution to identified problems is much more beneficial. The behaviour of one person, which causes offence to another, will often cease if it is pointed out in an appropriate way. The procedure introduces mediation as a process to assist in the resolution of grievances. Skilled and sometimes independent mediation can help people to move objectively and more quickly to a satisfactory resolution.

The purpose of the grievance procedure is not to apportion blame or to apply punishment, it is to enable members to resolve issues, which affect them, and this includes:

- i. Unfair or unreasonable behaviour
- ii. Behaviour which is perceived as harassment, bullying, or discrimination of any form
- iii. Unfair interpretation or application of club policy.

Members are expected to use the grievance procedure reasonably, appropriately and are expected to do their utmost to resolve any grievance at the earliest stage possible. Members must report the matter to the Club Welfare Officer or another member of the Executive Committee. The report should include:-

- i. Details of what, when and where the occurrence took place.
- ii. Any witness statement and names.
- iii. Details of any former complaints made about the incident and to who the complaint was made.
- iv. A preference for a solution to the incident.

The Club's Executive Committee will sit for any hearings that are requested and ensure:-

- i. Any meeting to discuss a grievance with the aggrieved is in confidence, at a mutually convenient time and place, and in a venue where privacy can be assured:
- ii. The aggrieved is given adequate opportunity to present their point of view
- iii. All issues raised are adequately explored and understood
- iv. Full consideration is given to the impact of the behaviour or action on the aggrieved member
- v. All named parties in the grievance understand the grievance that has been raised
- vi. Resolution is reached quickly.

The Club's Executive Committee will have the power to:

- i. Warn as to future conduct any person found to have broken the Club's Policies or Code of Conduct.
- ii. Suspend or remove membership from any person found to have broken the Club's Policies or Code of Conduct.