



# Orpington Rovers F.C.

Registered in England No. 1804669

[www.orpingtonrovers.com](http://www.orpingtonrovers.com)

cockmannings Lane

Orpington

BR6 4HF

## INTERNAL COMPLAINT POLICY

This Policy is for internal use at Orpington Rovers FC and is not intended for complaints against non-members (for this policy please see guidance on League Complaints).

In the event that anyone feels that they have suffered discrimination, threatening behavior or any other behavior which is against the values of the Club or that the Club Policies, Rules or Code of Conduct have been broken should follow the procedures below.

Any abuse or adverse behavior towards other parents, carers, players or members of Orpington Rovers FC online, using social media platforms or accounts used by or associated with members of Orpington Rovers FC will be dealt with through our complaints policy. Complaints can be raised by any Club member including Committee members or other external persons. <http://www.thefa.com/-/media/cfa/global/files/safeguarding/guidance-for-clubs-and-leagues---use-of-social-media.ashx>

1. They should report the matter in the first instance to the Club Welfare Officer an Assistant Welfare Officer or another Club Officer.

Their report should include:

- I. Details of what, when and where the occurrence took place.
  - II. Any witness statement and names.
  - III. Names of any others who have been treated in a similar way.
  - IV. Details of any former complaints made about the incident, date, when and to who made.
  - V. A preference for a solution to the incident.
2. The Club Committee (or designated Sub-Committee) will appoint an investigating officer and sit for any hearings that are requested. It may call for witness evidence in person and/or written testimony.
3. The Club Committee (or designated Sub-Committee) will have the power to make the following decisions;
- I. A written outcome of not guilty/not found
  - II. A written warning as to future conduct;
  - III. A written suspension from membership for a period to be determined but not for less than one month or more three months;
  - IV. A written and immediate removal of Club membership for life;

Any person who is found guilty for having committed a further breach under this Complaints process, whilst under a written warning at II or suspension from membership at III above, or within a year of conclusion of such outcome, shall immediately be subject to immediate removal from the Club at IV, if the new breach is investigated and found against the person concerned.

If the complaint is about any matter under the Equality Act 2010, specifically hate, the any person found to be guilty shall receive a written and immediate notice of removal from Club membership.

Such behavior may include remarks or actions against a person or group of persons based on their sex, racial background, religion, sexual orientation etc.

Nothing contained within this Policy is intended to prevent the Club or other persons informing the relevant authorities such as the police, if they deem a criminal offence has been committed.

The Club may decide to suspend any member if a police investigation is instigated pending the outcome of that and thereafter conduct an internal investigation as detailed above.

Upon receipt all complaints will be logged and assigned to a Club Official for investigation. In most cases the complaint will be turned around within a month.

The person/persons to whom this complaint is directed has the right of appeal to the Club Chairman within 28 days of the finding. Such an appeal must either provide either new evidence not originally available to the investigation which could not have been easily obtained at the time or relate to fairness of the procedures or process.

Consequently, in order to provide a degree of neutrality to the appeals process, the Club Chairman will not form part of the initial investigation process or committee.

Following conclusion of the investigation, the investigating officer or Sub-Committee **may** make recommendations to the Club Committee for changes to or alteration to Policy.

Complaints are always difficult to categorise but may include;

- Harassment or bullying
- Any form of discrimination
- Breaches of the FA Codes of Conduct for Players, Managers and Spectators

## **CONTACT INFORMATION**

Club Welfare Officer: Gill Bussy

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Assistant Welfare Officer: [steverexorfc@gmail.com](mailto:steverexorfc@gmail.com)