



**NORTH
LINDUM
HAWKS**

#CREATE#COURAGE#CHALLENGE

Complaints Policy



CHARTER STANDARD
CLUB

In the event that any club member feels that he/she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken the matter must be reported to any Coach or to the Club Secretary, Louis Bradley; secretary@wearehawks.co.uk or the Club Welfare Officer; Caela O'Hara-Barens; welfare@wearehawks.co.uk

On receipt of a complaint the complaint will be acknowledged to the complainer within 48 hours and the matter will be investigated fully and impartially by the Club Welfare Officer, or if the complaint is against the CWO another committee member will investigate (within 7 days).

The Clubs disciplinary committee will meet to hear all the evidence and come to a decision as to what actions will be taken (within 14 days).

The Clubs disciplinary committee will have the power to:

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

Everybody will have the right to appeal the decision of the Disciplinary Committee and this will be done before the whole of the Club Committee if practical.

If a complaint is of a serious nature the Club or complainant have the right to forward the matter immediately to the County Welfare Officer for advice or for them to investigate the matter and deal with any sanctions as they see fit.

Approved by:
Chairman: Chris Roe
Club Secretary: Louis Bradley
Club Welfare Officer: Caela O'Hara-Barnes
Date: 1st August 2023 Review Date: 1st August 2023

Respect

