

SINCLAIR UNITED FC

Club Complaints Procedure

24th October 2023

Sinclair United FC Complaints Procedure

- a) All complaints must be made in writing to the club committee and on no account, must the conduct of any club officer or member be made a matter of personal reprimand by the member nor must any actions by any club officer or member bring the club in to disrepute. This can be made by post to the club secretary, secretary email or committee email
sinclairsecretary@gmail.com or sufccommittee@gmail.com
- b) All complaints received will be recorded by the Secretary and the committee notified who will investigate the complaint and a letter confirming the findings of the complaint and further actions to be taken will be sent to the member within seven days (7) of the complaint being received.
- c) If a member is not satisfied with the initial findings of a complaint they must notify the committee of their dissatisfaction in writing and they have the right to escalate their complaint to the Executive Management Committee who will review such complaint and either dismiss the complaint or uphold it. The committee may also hold a meeting with the concerned parties where agreed to confirm all evidence and any further information can be taken into account. The outcome of the complaint will then be notified to the member in writing within Seven days (7). The decision of the Executive Management Committee will be final and binding and the Executive Management committee shall reserve the right to appoint an independent person to the committee to adjudicate upon the complaint.