



Ballymena United Youth Academy **Complaints Procedure**

At Ballymena United Youth Academy, we aim to do things well. One of the ways in which we can achieve this is by listening to and responding to views of members and parent/carers at Ballymena United Youth Academy.

How to make a Complaint

In the event that any member feels that he or she has suffered discrimination in any way, or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below.

1. They should report the matter in writing to the Club Secretary (or another member of the Committee in the event that the complaint relates to the Secretary) and if your complaint is pertinent to Child Protection then copy the complaint to the Club's Child Protection Officer. This will then be dealt with by the Club Complaints Committee.

Your complaint should include:

- Details of what, when, and where the occurrence took place;
 - Any witnesses along with their statements;
 - 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
2. The Club's Complaints Committee will then arrange a meeting to be held at the earliest convenience so that all parties can discuss the complaint.
 3. The Club's Complaints Committee will comprise of at least three Committee members (of which one must comprise of the Vice Chairperson, the Secretary or the Treasurer), two team managers not associated with the complaint and in all cases of Child Protection issues, the Club's Child Protection Officer. The Complaints Committee 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 Codes of Conduct.
 - Determine whether any Child Protection issues should be referred to an official body, ie. The Police.

The Club Complaints Committee will not make judgment on squad and team selection issues.



The outcome of a disciplinary hearing will be notified in writing to the complainant and the member against whom the complaint was made within two weeks of the original complaint being received. If we are unable to do so, for example, because we are carrying out an investigation, we will tell you when you can expect a full reply.

There will be the right of appeal to the full Committee following disciplinary action being notified. That appeal should include reasons for appealing, including any new evidence. Reasons can include the failure to follow the agreed process or that the decision is so disconnected from the evidence that it is perverse.

An appeal will be considered within 7 days of the Secretary receiving the appeal and the decision shall be final and all members bound by it.

Reviewed May 2021