

Dawley Wanderers Football – Complaints Procedure

Reviewed and updated 14th June 2025

1. 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 they should follow the procedures as follows:

a. They should report the matter to any manager, coach or member of the committee as soon as possible.

b. The report should include:

- ☐ Details of what, when, and where the occurrence took place.
- ☐ Any witness statements and names.
- ☐ 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
- ☐ A preference for a solution to the incident.

The matter will be investigated fully and impartially by the Club Welfare Officer (CWO), or if the complaint is against the CWO another committee member will investigate.

The clubs committee will meet to hear all the evidence and come to a decision as to what actions will be taken.

The Clubs disciplinary committee will have the power to:

- (1) Warn as to future conduct.
- (2) Suspend from membership.
- (3) Remove from membership.

Everybody has the the right to appeal the decision of the Committee.

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.

Key contacts:

Club Welfare Officer, Marie Bell dawleywandererswelfare@gmail.com or 07814 897932

Club Secretary, Dale Wood, 07824 827259

Club Chair, Jeremy Lowe 07936093414

Shropshire FA Welfare Officer, 01743 362769 or email safeguarding@shropshirefa.com