



## **Club Complaints Procedure (Internal and External)**

In the event that any member of GSC or associated person or any member of the public feels that he or she has suffered discrimination, received abusive behaviour, or that the GSC Policies, Rules or Code of Conduct has been broken, then that GSC member or member of the public should follow the procedures below.

1. They should report the matter in writing (including e-mail) to the Club Chairperson. This will then be dealt with by the Club Complaints Committee permanent members (Chairperson and Vice Chairperson). If your complaint is in relation to Child Protection, then this will then be dealt with by the Club's Discipline Committee which will be formed from permanent members.

Your complaint should include:

- Details of what, when, and where the occurrence took place, including name of person(s) alleged of committing discriminatory or abusive
- Any witnesses along with their statements
- Names of any others who you feel have been treated in a similar way
- Details of any former complaints made about the incident, date, when and to whom made
- Any other relevant information
- A preference for a resolution to the incident

2. The Club Complaints Committee permanent members will acknowledge receipt of the complaint within a minimum of **seven calendar days**. The committee in receipt of the complaint **may** arrange a meeting at the earliest convenience so that all parties can discuss the complaint or **may** reply to the complainant in writing.

3. The Club Complaints Committee will comprise of **three** Committee members, of which two must include the Club Chairperson and the Vice Chair (Permanent members). In cases of Child Protection issues, the Club's Player Protection Officer will present the case to the Discipline Committee which will be formed from three permanent committee members including the Chair, the Vice Chair and one other. Depending on the nature of the complaint the Chairperson and Vice Chair (Permanent Members) will determine whether it should be passed to the Disciplinary Committee or in the case of other complaints, pick the most suitable committee permanent member to be added to the Complaints Committee to deal with the issue which may not be of a disciplinary nature' (e.g. complaints of a financial nature that may be the treasurer to be present).

**It will be the decision of the permanent committee members whether to investigate anonymous complaints. These will be considered on a case-by-case basis.**