

Colwyn Bay FC
Llanelian Road,
Old Colwyn,
Conwy
LL29 8UN

Complaints Procedure

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 has been broken should follow the procedures below.

1. They should report the matter to the Club Secretary or another member of the Board.

Your report should include:

- i. Details of what, when, and where the occurrence took place.
- ii. Any witness statement and names.
- iii. Names of any others who have been treated in a similar way.
- iv. Details of any former complaints made about the incident, date, when and to whom made.
- v. A preference for a solution to the incident.

2. The Club's Management will sit for any hearings that are requested.

3. The Club's Management will have the power to:

- i. Warn as to future conduct;
- ii. Suspend from membership;
- iii. Remove from membership; any person found to have broken the Club's Policies or Codes of Conduct.