

Felixstowe & Walton Utd Football Club are committed to dealing with any complaints in the fairest and most efficient manner. As a community club and we want to ensure that we continue to provide our members with a quality service so everyone can continue to enjoy local football within Felixstowe.

If any club member feels that they have suffered any discrimination in any way or that the Clubs Policies, Rules, or Code of Conducts have been broken, we encourage that the below procedures are followed.

- Complaints can be made directly to the club secretary or chairman, via email, contact details can be found under the club contact tab on the website.
- If your complaint requires urgent attention, please contact the chairman by calling the contact number given on the contact page
- If your complaint is with regards to Safeguarding or Child Welfare, please contact the Clubs Welfare Officer, Lynne Barnes, who's contact details can be found under the Safeguarding tab.
- Please provide as much information as possible on what, when and where the incident / activity took place. Detail any witnesses and, if appropriate, a witness statement. Please provide names of any others who have been treated / affected in a similar way.
- Details of the preferred proposed solution to the incident, if applicable.

The Chairman and Secretary will consider the complaint initially and decide whether to complete an investigation.

If an investigation is requested the Executive Committee will sit for any hearings.

As per the club's constitution, the Executive Committee will have the power to expel any member who offends against the rules of the football club or whose conduct, in the opinion of the Executive Committee, renders that person unfit for membership of the football club.

Before any member is expelled the secretary shall give seven days written notice to attend a meeting of the Executive committee given particulars of the complaint. No member shall be expelled without first having the opportunity of appearing before the Executive Committee and answering the complaints.

We will try to deal with all complaints promptly, politely, and where appropriate, confidentially.