





## **HARTLEPOOL UNITED FOOTBALL CLUB**

### **COMPLAINTS & DISCIPLINARY POLICY**

#### **The Disciplinary Process**

Hartlepool United Football Club has in place codes of conduct for players, spectators, coaches, and officials. Codes of conduct can only be effective if there is a disciplinary process to support them. The club is determined to be fair and consistent when dealing with disciplinary issues. The Club will follow the disciplinary process as outlined by the Football Association's, 'Guidance Note on Safeguarding Children in the Disciplinary Process.' The following are amongst the actions that can be considered following a hearing:

- Verbal warning
- Written warning
- Exclusion from specified number of matches
- Exclusion from specified number of training sessions
- Removal for remainder of current season
- Expulsion from the club

#### **Guidance**

Hartlepool United Football Club supports the FA guidance on disciplinary issues. The FA recommended that the sanctions are built up or a combination of lighter sanctions issued. Once a decision has been taken it is not easy to reverse the decision. It is much simpler to add an additional sanction or increase the number or period of time being utilised. Ultimately, of course, the club will be guided by FA rules and Durham County FA Association. Experience of dealing with issues will in turn help to inform and develop the club's disciplinary process.

#### **Complaint's process**

Hartlepool United Football Club will ensure that they clearly communicate the club's policies, including what it can offer to and what it expects from, players, spectators, coaches and officials. Most complaints can be dealt with by referring individuals to club policies and procedures. However, where there are complaints that cannot be satisfied via these routes there needs to be a procedure for dealing with these.



The following options can be considered:

- Complaints can be submitted in the first instance to the DSO. Alternatively, where the issue relates to a technical aspect the concern can also be submitted to the appropriate age group coach
- Complaints can be directed to the Academy Manager.
- Complaints can be directed to the Club Secretary/COO.
- All complaints must be submitted in writing to the club.
- If an individual is unhappy with the outcome of their original complaint, they can appeal to the Academy Manager.
- The outcome of an appeal to the Academy Manager is final.
- Individuals have the right to seek guidance from the County FA where they feel they have been unfairly treated by the football club.

Hartlepool United Football Club acknowledges that the FA/County FA disciplinary process may decide that a punishment is required following a report from a referee or any participant. Any sanctions made must consider the time it will take the FA/County FA to deal with a case. The Club understands that the County FA is unlikely to consider any action taken by the club when dealing with cases against players, coaches, and officials of the club.