



COMPLAINTS & DISCIPLINARY PROCEDURES

COACHING | TRAINING | TEAM SKILLS

Phoenix Academy

www.phoenix-academy.football | info@phoenix-academy.football

COMPLAINTS & DISCIPLINARY PROCEDURE

If you feel that you have suffered discrimination or that an Academy Rule, Policy or Code of Conduct has been breached, the following should guide you with regards to the next step.

HOW TO SUBMIT A COMPLAINT TO THE ACADEMY

1. Submit to the Academy Safeguarding Officer in the first instance. If however the complaint relates to a technical aspect, then submit to the appropriate age group coach
2. Direct to the Academy Director
3. Must be put in writing to the Director

WHAT SHOULD YOUR REPORT CONTAIN?

1. What, when and where it took place
2. Any witnesses and their names
3. Names of others who may have been treated similarly
4. If any former complaints have been made – detail when, where and to who the complaint was made
5. A preference for a solution to the matter

NOTE: Use SG1 Safeguarding Incident Referral form if necessary

WHAT SHOULD HAPPEN NEXT?

1. The Academy Director will sit for any hearings that are requested, carry out an investigation and appoint a panel
2. The Academy can consider the following possible outcomes:
 - A verbal warning
 - A written warning
 - Order to undertake further training / attend courses
 - Exclusion from X amount of sessions
 - Removal from the Academy for the remainder of the course/season
 - Refusal to re-register with the Academy for future session
3. Rights of Appeal:
 - If aggrieved by the decision of the Academy, the Academy should communicate to you your right of appeal
 - Any requests for an Appeal Hearing should be made to the Director within **7** days of the Disciplinary decision
 - Any Appeal hearing should be convened within **14** days of the request for an Appeal being submitted

PLEASE NOTE:

In order for the Academy to carry out its investigation effectively, it may be necessary to place an individual under suspension. This is not however an assumption of guilt.

IN THE FIRST INSTANCE, PLEASE DIRECT YOUR CONCERN TO: Kurtis March