Ballymoney United Youth Academy
Secretary: Zara Drain
3 Downview Drive
Ballymoney
County Antrim
BT53 6AF
Tel: 07510075765
Email: info@ballymoneyyouthacademy.co.uk

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Ballymoney United Youth Academy Complaints Form

Please fill in **all** sections of the form as unsigned or anonymous forms will not be considered. Please give full details of days, times etc. Once the form has been received you will be notified and the issue will be fully addressed at the next Committee Meeting (meet on monthly basis) or ASAP if it is a very serious matter. We endeavor to bring any complaint to a satisfactory end and we welcome any compliments you may have

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Date _____   Name: _____

Signature _____

Address: _____

Age Group: _____ Telephone Number: _____

The Following incident occurred:
(Note – The Report should be brief and to the point, relating only to the incident in question).

Please continue on separate sheet if needed

Please complete the form and post to:

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Club Secretary at Address above

Club 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 have been broken, they should follow the procedures below:

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

The 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 Committee will sit for any hearings that are requested.

3 The Club's Management Committee 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.