



Complaints Procedure

In the event that anyone feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken should follow the procedures below.

1. They should report the matter in the first instance to the Club Welfare Officer, an Assistant Welfare Officer or another Club Officer.

Their 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 Committee (or designated Sub-Committee) will sit for any hearings that are requested.

3. The Club Committee (or designated Sub-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.

CONTACT INFORMATION

Club Welfare Officer: Mrs Sue Whittaker

Tel: 0208 460 5291 Option 7

Email: welfare@bromleyfc.co.uk

Assistant Welfare Officer (Community): Mr Matt Hall

Tel: 0208 460 5291

Email: matt.hall@bromleyfc.co.uk

Assistant Welfare Officer (Academy & Youth Academy): Mrs Kristine Lee

Tel: 0208 460 5291

Email: kristine.lee@bromleyfc.co.uk

Assistant Welfare Officer (Bromley FC Youth): Mr Steve Rae

Email: steven.rae@bromleyfc.co.uk

Assistant Welfare Officer (Bromley FC Youth): Mrs Melissa Janvier

Email: melissa.janvier@bromleyfc.co.uk



POLICY REVIEWED: September 2021

By: Sue Whittaker, CWO

NEXT REVIEW DATE: No later than September 2022