

The FA Charter Standard Club Programme Club Complaints Procedure Policy



ASHFORD TOWN Football Club Complaints Policy

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:

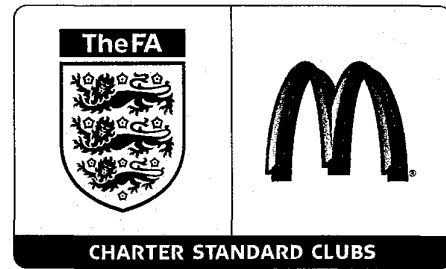
1. They should report the matter to the Club Secretary or another member of the Committee.

Your 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.

The FA Charter Standard Club Programme Code of Conduct for Parents/Carers/Spectators



ASHFORD TOWN Football Club Code of Conduct for Parents/Carers/Spectators

A parent's/carer's/spectator's expectations and attitudes have a significant bearing on a child's attitude towards:

- Other players
- Officials
- Managers
- Spectators.

This club will ensure that parents/carers/spectators within your club are always positive and encouraging towards all of the children - not just their own - and will encourage parents/carers/spectators to:

- Applaud the opposition as well as their own team
- Avoid coaching the child during the game
- Not to shout and scream
- Respect the referee's decision
- Give attention to each of the children involved in football not just the most talented
- Give encouragement to everyone to participate in football.

The club will ensure that parents/carers/spectators agree and adhere to the Code of Conduct and Child Protection Policy.

The FA Charter Standard Club Programme Code of Conduct for Coaches



ASHFORD TOWN Football Club Code of Conduct for Coaches

Football Club Code of Conduct for Coaches

Set out below is The FA Coaches Association Code of Conduct (which reflects the standards expressed by the National Coaching Foundation and the National Association of Sports Coaches) which forms the benchmark for all involved in coaching.

1. Coaches must respect the rights, dignity and worth of each and every person and treat each equally within the context of the sport.
2. Coaches must place the well-being and safety of each player above all other considerations, including the development of performance.
3. Coaches must adhere to all guidelines laid down by governing bodies.
4. Coaches must develop an appropriate working relationship with each player based on mutual trust and respect.
5. Coaches must not exert undue influence to obtain personal benefit or reward.
6. Coaches must encourage and guide players to accept responsibility for their own behaviour and performance.
7. Coaches must ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of players.
8. Coaches should, at the outset, clarify with the players (and, where appropriate, parents) exactly what is expected of them and also what they, as players, are entitled to expect from their coach.
9. Coaches must co-operate fully with other specialists (e.g. other coaches, officials, sports scientists, doctors, physiotherapists) in the best interests of the player.
10. Coaches must always promote the positive aspects of the sport (e.g. fair play) and never condone violations of the Laws of the Game, behaviour contrary to the spirit of the Laws of the Game or relevant rules and regulations or the use of prohibited substances or techniques.
11. Coaches must consistently display high standards of behaviour and appearance.
12. Not to use or tolerate inappropriate language.