

VERWOOD TOWN FOOTBALL CLUB

Disciplinary & Complaints Policy

A fair process for addressing concerns at Verwood Town FC

Version	Version 2.0 – April 2026
Date of issue	April 2026
Review due	Annually, or following any significant incident or change in FA guidance
Policy owner	Club Welfare Officer / Club Secretary (as applicable)

1. PURPOSE

This policy sets out how VTFC handles complaints about the conduct of members, coaches, managers, officials, volunteers and parents/carers, and how disciplinary matters are managed.

2. HOW TO RAISE A COMPLAINT

All disciplinary concerns should be brought to the attention of the VTFC Youth Committee in writing to youth_chairman@vtyfc.co.uk or youth_secretary@vtyfc.co.uk. Informal verbal complaints may not be acted on formally — the committee will decide on the appropriate course of action based on the nature and seriousness of the concern.

3. EXAMPLES OF UNACCEPTABLE CONDUCT

Behaviour that VTFC will not tolerate includes (but is not limited to):

- Swearing at or around players
- Smoking or vaping at training or matches
- Drinking alcohol at training or matches
- Aggressive or confrontational behaviour
- Excessive touchline coaching or shouting
- Undermining or abusing match officials
- Inappropriate use of social media or messaging apps
- Forming inappropriate relationships with team members
- Starting 1-to-1 social media conversations with players outside a parent-included group
- Belittling, ridiculing or berating players
- Unfair or unexplained allocation of playing time
- Persistent poor organisation or communication with parents

4. PROCESS AND TIMELINES

Complaint received	Committee will aim to acknowledge within 7 days
Initial assessment	Aim for within 14 days of acknowledgement
Investigation completed	Aim for within 42 days of acknowledgement
Outcome communicated	Aim for within 7 days of a decision being reached

5. INVESTIGATION

The committee will make reasonable enquiries to understand whether the matters in the concern or complaint are justified. Committee members with a conflict of interest will not participate in an investigation.

The committee will determine the nature and extent of any investigation and will judge findings on their merits. Written statements may be requested from witnesses or from the person at the centre of the complaint. The committee will always consider possible mitigating circumstances before deciding on any action.

6. SUSPENSION PENDING INVESTIGATION

During an investigation, the committee may suspend any player, helper, coach, manager or committee member who is the subject of the complaint. During suspension the individual cannot engage with training, matches or club committee meetings, and must not participate in club-related social media activities.

7. OUTCOME MEETING

At the conclusion of the investigation, the committee will invite the person at the centre of the complaint to a meeting to discuss the findings. The person will have the opportunity to present their case and any mitigation. Any participant under 18 must be accompanied by a representative adult.

8. POSSIBLE OUTCOMES

The committee can make whatever decisions are deemed appropriate to uphold the club ethos and FA codes of conduct, including:

- No further action
- A formal caution with a corrective action plan to be monitored by the committee
- A formal caution with a recommendation to the individual
- Suspension from the club for a defined period
- Dismissal from the club as a player, coach, manager, helper or committee member

Outcomes will be communicated in writing. Serious outcomes may also be reported to Dorset FA who may take additional action as they deem appropriate.

9. RIGHT OF APPEAL

Where the outcome is a suspension or expulsion, the affected person may appeal in writing to the Club Chairperson (or Vice-Chairperson if the Chairperson was involved in the original decision) within fourteen (14) days of receiving the outcome.

An appeal panel of two committee members not involved in the original decision will consider the appeal and communicate their decision within twenty-one (21) days.

10. CRIMINAL CONDUCT

Important: *If alleged conduct may constitute a criminal offence (such as assault, sexual misconduct or financial fraud), the committee will refer the matter to the Police and/or Dorset FA immediately and will suspend its own disciplinary process pending the outcome of any external investigation.*

11. FA AND LEAGUE DISCIPLINARY MATTERS

Bookings and send-offs where the relevant FA or league authority has passed judgement will be deemed closed unless further action is requested by those bodies. The committee may take further action in relation to a team with repeated disciplinary issues or after a particularly serious incident.

Key Contacts	
Club Chairperson	youth_chairman@vtyfc.co.uk
Club Secretary	youth_secretary@vtyfc.co.uk
Club Welfare Officer	welfare@vtyfc.co.uk / 07758 246452
Dorset FA Safeguarding	safeguarding@dorsetfa.com / 01202 688270