

HANDBOOK

For All Members



www.southbrookyouthfc.com



#Weonlydopositive

Southbrook Youth Football Club
Affiliation Number:
14 Stubbs Road, Sholing, Southampton SO190SU



Contents

About Us

Team Set Up

Team Clothing

Team/Club Finances

Sign on & Monthly Subscriptions Fees

Player Trials

Code of Conduct Policy

Equality Policy

Goalpost Policy

Child Protection Statement

Consents to Photographs (including Digital Photography) and
Videoing

Management Committee Roles, Responsibilities & Contact
Details

Media Contacts

Fundraising

Complaints, Concerns & Disciplinary Procedure

About Us

Southbrook started as a family and have maintained the family feel to date which, is very important to all our members and makes us unique from other clubs. We have continued to grow becoming, one of the largest football clubs in Southampton catering for all age groups male and female within the Eastleigh District Mini Soccer League, Southampton Tyro League and Southampton Youth League.

Our coaching philosophy is based around **Tactus Transeat Moventur** which is Latin for touch, pass and move which, is at the foundation of all our coaching. We pride ourselves on playing good traditional football, playing the ball on the floor and into feet, utilising all players and spaces on the pitch.

Southbrook Philosophy: To provide fun, friendly and safe football development within the local community.

Southbrook Aims:

- To develop players to the best of their ability both on and off the pitch
- Promote team work, respect and fair play
- To keep costs as low as possible
- To remain open and transparent within our structure and finances



Team Set Up

Team Manager are responsible for all aspects of activities and equipment within their team, they are the official contact between the parents, players and the club; they will hold regular team briefings to ensure Club standards and policies are met and maintained to include informational newsletters if required. Managers will abide by the Club procedures at all times and if in doubt ask a member of the committee.

They will regularly report to the CWO, Club Chairman or Secretary on the wellbeing of their players/team. She/he will also attend at least two Southbrook YFC meetings per season.

It is the Managers responsibility to report match results to the league and attend a yearly League meeting or provide cover for this meeting. They must ensure they have their players contact details and medical information on them at all times, along with a fully stocked and in date first aid kit.

Team Coaches are to support the Manager and the team in all aspects of activities relating to that youth team. They will help provide cover for the Manager if and when needed, fulfilling this role to the best of their ability and in accordance to the Club policies and procedures. Coaches are required to attend at least one Southbrook meeting per season.

Team Hands are to support the Manager and coach in all aspects of activities in training, warm up sessions and offer support when required at games and any other team events. They too are able to stand in for the Manager or coach if and when needed however they will not be required to attend any League or Club meetings.

Team Treasurers are to communicate with the club treasurer to ensure players' monthly subs are correctly received to the team account. They will notify and record any non-payments (Subs book) and report on a regular basis to the team Manager. In the event cash is received/or paid out they will keep written signed records within the subs book and once a month pay any funds into the NatWest Southbrook FC account using the team paying in book. (Paying in book is supplied). They will keep records up-to-date (these are checked by the club treasurer during the season)

Please Remember

Most of our coaches have full-time jobs – yes, coaching is a joyful hobby, but they are a willing, unpaid volunteer at an ever increasingly hard-pressed grassroots football to give children of all abilities the chance to play. Training sessions are planned carefully; the environment, arrival activities, challenges, targets and games are not merely a series of random events; they're planned. Sessions are linked to build on the players knowledge, understanding and skills in a thoughtful fashion, always with the goal of developing the players so they do need to be at games and training sessions on time. Coaches are NOT MAGICIANS! Players will need to practice in their own time in addition to the sessions.

Team Clothing

All players and coaches will be provided with a club football kit comprising of shorts, top and a pair of socks as standard practice.

If any of these items are lost, stolen or destroyed, they are to be replaced at a cost to you; however, this is at the discretion of your team Manager.

Some teams are fortunate to get sponsorship from employers, parents, companies or other donations such as fundraising which, can be used to buy the team players and coaches additional clothing items such as training kits, jumpers, coats, bags etc....

All clothing items provided, unless given written notice for, belongs to the team in which you play/manage. These items are NOT yours to keep and are your responsibility to look after: keeping it clean and presentable for all games.

All team kit provided to you must be returned to the team Manager at the end of each season being the 31st May. Any kit, equipment or subs outstanding to Southbrook YFC will be notified to the leagues in which we play within; this will mean the player/member will be unable to sign on with another team/Club until all has been returned.

If at any time throughout the season you decide you no longer wish to play/manage your team, or you are expelled for any reason, your full team kit must be returned to your team Manager.

If you are a Manager your kit should be returned to a member of the committee.

Team/Club Finances

Southbrook Youth FC is a non-profit club, we run all team accounts as cost effective as possible, so it is important subs are paid on time.

Team Managers manage team accounts in accordance to their team finances, the manager and the team treasurer will receive a copy of the team's monthly breakdown within the first week of the month which, will display all the in/out; it is their responsibility to notify the club treasure of any errors or concerns within 14 days after issue to ensure any amendments can be rectified in the next calendar months accounts.

*Ref fees can be paid from a cash kitty that will be provided to the team Manager/Treasure but must be signed for by the ref and records kept within the subs book.

*All team subs books will be checked in the February of each season and are then due back to the Club Treasurer at the end of the season (31st May) to be signed off for the start of the new season. If there are any problems, please see your team manager or treasurer as they will make every effort to help.

*We run open and transparent accounts so at any time we are happy to provide a copy of team accounts.



#Weonlydopositive

Southbrook Youth Football Club
Affiliation Number:
14 Stubbs Road, Sholing, Southampton SO190SU



Sign on & Monthly Subscriptions Fees

The committee set each team sign on and monthly subs in accordance to the yearly expenses expected. They are subject to change from season to season and can vary from league to league.

The sign on fee is an annual fee that runs from season to season; each season officially starts on the 1st September and will run until 31st May. Monthly subs are a fee that runs for 10 months of the year (August through to May) we do this to help keep cost realistic and manageable.

This year's **sign on fee** has been set at £60.00 and must be completed via online banks payment, please make payment reference: Surname and team name. This payment is payable within 14 days from signing on for your team/club. Team kits/equipment is issued will only be issues once full payment has been received.

This year's **monthly subs** are set at £16.50 – payable Payment is due in the first week of each month by online bank payment/standing order, please reference payment as follows: Surname/team name.

Bank details are as below:

NatWest
Account Name: Southbrook FC
Account Number: 28395883
Sort Code: 60-24-77

Please Note: Any player with 3 months or more arrears will be subject to a playing ban. This will only be lifted once full payment, to date is received. If there are any payment issues, please consult with your team Manager or team treasurer as we are happy to help come to a payment arrangement were possible.

*We do NOT give sickness or holiday breaks as your team will continue to train or play games while you are away.

*Refunds:

Subs are non- refundable. Sign on fees will be refunded in full if you decide not to play for Southbrook before the season officially starts being, 1st September. If you decide to leave the team/club after the 1st September, then there will be no refund of the sign-on fee.

*Refunds will not apply if you are asked to leave the club under a disciplinary.

*Subs are applicable to **ALL** players training within a team, signed or not.

Player Trials

At the end of each season on May 31st, players are no longer registered with the club; therefore, players are not under any obligation to sign for the club for the following season nor are the club under any obligation to sign the same players as last season.

Southbrook FC has introduced the option of trials at the end of each season; this will be down to your Manager's discretion. Therefore, every player will have to "try" out for their current position within the team for the new coming season if they so wish however, this is down to your team manager to enforce, either way the club committee will be fully supportive of the manager.

Trials are not as drastic as they may seem, and this is a policy adopted by quite a few clubs where they hold trials every year. The idea of a trial is that it keeps the player's mind focused knowing that they have to strive to achieve progression both in football ability and as being part of a team.

A trial does not always mean that new players will be found it gives managers / coaches confirmation on where specific training is required.

During this Period

It is anticipated that trials will be held in the first weeks of June, possibly over several weeks whereby the players will be expected to demonstrate their set of skills such as (but not limited to) the following:

- Ball Control
- Passing techniques
- Dribbling Skills
- Shooting Skills
- Team work

These trials will be open to any player wishing to play for one of our teams, so please feel free to pass on the dates and times (TBC) to friends or family.

No subs are due during this period however; full payment of sign on will be due at the end of the month once a player is confirmed for the new season. Please refer to the sign on page for more information.

Code of Conduct Policy

Code of Conduct: **Youth Players**

It is important everyone behaves themselves when playing football.

Southbrook FC and The FA ask every player to follow a Respect Code of Conduct when playing football.

I will;

- Always do my best, even if we're losing or the other team is stronger
- Play fairly - I won't cheat, complain or waste time
- Never be rude to my team-mates, other teams, the referee, spectators or my coach/team manager.
- Do what the referee tells me
- Shake hands with the other team and referee at the end of the game
- Listen to my coach/team manager and respect what he/she says
- Talk to someone I trust, for example my parents or the club welfare officer if I'm unhappy about anything within my team/club.

Code of Conduct: **Adults Players**

We all have a responsibility to promote high standards of behaviour in the game.

I will;

- Adhere to the laws of the game
- Display and promote a high standard of behaviour
- Promote fair play
- Always respect match officials
- Never engage in offensive, insulting or abusive language or behaviour
- Never engage in bullying, intimidation or harassment
- Speak to my team mates, the opposition and my coach officials with respect
- Remember we all make mistakes
- Win or lose with dignity, shake hands with the opposing team and the match officials at the end of every game

Code of Conduct: **Spectators**

We all have a responsibility to promote high standards of behaviour in the game.

Southbrook FC supports The FA's Respect program to ensure football can be enjoyed by everyone in a safe and positive environment.

Play your part and observe The FA's Respect Code of Conduct for spectators and parents/guardians at all times.

I will:

- Remain outside the field of play and behind the Designated Spectator Area (where provided)
- Never engage in, or tolerate, offensive, insulting or abusive language or behaviour
- Always respect the match officials' decisions
- Applaud effort and good play as well as success

In addition, when attending youth games, I will:

- Remember that children play for FUN
- Let the coaches do their job and not confuse the players by telling them what to do
- Encourage the players to respect the opposition and match officials
- Never criticise a player for making a mistake -mistakes are part of learning

I understand that if I do not follow the Code any/ all of the disciplinary actions stated within this handbook may be taken against me.

Code of Conduct Policy

Code of Conduct: Match and Club Officials

We all have a responsibility to promote high standards of behaviour in the game. In The FA's survey of over 37,000 grassroots participants, behaviour was the biggest concern in the game. This included both the abuse of match officials and the unacceptable behaviour by over competitive parents, spectators and coaches on the sidelines.

The FA's Respect program is aimed at tackling unacceptable behaviour across the whole game. Play your part and observe The FA's Respect Code of Conduct for coaches, team managers and club officials at all times.

I will:

- Show respect to others involved in the game including match officials, opposition players, coaches, managers, officials and spectators
- Adhere to the Laws of the Game
- Display and promote high standards of behaviour
- Always respect the match officials' decisions
- Never enter the field of play without the referee's permission
- Never engage in public criticism of the match officials
- Never engage in, or tolerate, offensive, insulting or abusive language or behaviour.

When working with players, I will:

- Place the well-being, safety and enjoyment of each player above everything, including winning
- Explain exactly what I expect of players and what they can expect from me
- Ensure the parents/guardians of all players under the age of 18 understand these expectations
- Refrain from, and refuse to tolerate any form of bullying
- Develop mutual trust and respect with every player to build their self-esteem
- Encourage each player to accept responsibility for their own behaviour and performance
- Ensure all activities organised are appropriate for the players' ability level, experience, age and maturity. Co-operate fully with others in football for each player's best interests

I understand that if I do not follow the Code any/all the disciplinary actions stated within this handbook may be taken against me.

Equality Policy

The aim of this policy is to ensure that all members of the community are treated fairly and with respect and that Southbrook Football Club is equally accessible to them all.

Southbrook Football Club is responsible for setting standards and values to apply throughout the Club at every level. Football belongs to and should be enjoyed by everyone, equally. Our commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.

This policy is fully supported by the Club committee and Members.

Southbrook Youth Football Club is responsible for the implementation of this policy.

Equality at Southbrook Football Club means that in all our activities we will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability.

It means that we will ensure that we treat people fairly and with respect and that we will provide access and opportunities for all members of the community to take part in, and enjoy, our activities. And it means that we will not sanction any action, or lack of action, which might disadvantage a member compared to other people for any reason related to the list above.

Southbrook Youth Football Club will not tolerate harassment, bullying, abuse or victimisation of an individual (which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination). This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. Southbrook Football Club will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

We are committed to the development of a program of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within Southbrook Football Club and in the wider context, within football as a whole. We are also committed to circulating this policy to all our members.

Southbrook Football Club is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the following (but not limited to) equalities legislation - Equality Act 2006, Race Relations Act 1976, Sex Discrimination Act 1975 and Disability Discrimination Act 1995 as well as any amendments to these acts.

Southbrook Football Club commits itself to the immediate investigation of any claims of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and sanctions be imposed, as appropriate.



#WeonlydoPositive

Southbrook Youth Football Club
Affiliation Number:
14 Stubbs Road, Sholing, Southampton SO190SU



Goalpost Policy

Southbrook FC along with The Football Association, the Department for Culture, Media and Sport, the Health and Safety Executive and the British Standards Institution, would like to draw your attention to the following guidelines for the safe use of goalposts. Too many serious injuries and fatalities have occurred in recent years as a result of unsafe or incorrect use of goal posts. Safety is always of paramount importance and everyone in football must play their part to prevent similar incidents occurring in the future.

For Safety reasons goalposts of any size (including those which are portable and not installed permanently at a pitch or practice field) must always be anchored securely into the ground.

* Portable goalposts must be secured by the use of chain anchors or appropriate anchor weights to prevent them from toppling forward.

* It is essential that under no circumstances should children or adults be allowed to climb, swing or play with the structures of the goalposts.

* Particular attention is drawn to the fact that if not properly assembled and secured, portable goal posts may topple over.

* Regular inspections of goal posts should be carried out to check that they are kept properly maintained.

Portable goal posts should not be left in place after use. They should be dismantled and removed to a place of secure storage

It is strongly recommended that nets should only be secured by plastic hooks or tape and not by metal cup hooks. Any metal cup hooks should be removed and replaced. New goalposts should not be purchased if they include metal cup hooks which cannot be replaced.

Goalposts which are "home made" or which have been altered from their original size or construction should not be used. These have been the cause of a number of deaths and injuries.

Guidelines to prevent toppling:

- a) Follow Manufacturer's guidelines in assembling goalposts
- b) Before use, adults should:

Ensure each goal is anchored securely in its place

- . Exert a significant downward force on the cross bar
- . Exert a significant backward force on both upright posts
- . Exert a significant force on both upright posts.

These must be repeated until it is established that the structure is secure. If not, alternative goals/pitches must be used.

Child Protection Statement

We, the Club, believe that Good Practice is as follows:

1. The welfare of children is everyone's responsibility, particularly when it comes to protecting children.

Everyone in Southbrook FC – administrator, Club official, coach, parent, friend, children themselves, everyone – can help. Children and young people have a lot to gain from playing football. Their natural sense of fun and spontaneity can blossom in positive sporting environments. Football provides an excellent opportunity for children to learn new skills, become more confident and maximise their own unique potential.

The Club will place the needs of the child first and winning and competition second.

2. The underlying principles with respect to Child Protection are that:

- The child's welfare is the first consideration.
- All children, regardless of age, any disability they have, gender, racial origin, religious belief and sexual identity have a right to be protected from abuse.
- Children and young people must be treated with integrity and respect.
- Children and young peoples' programmes and competitions will be relevant to their ages and stages of development.

We are committed to the current FA and Government rules and guide lines and current practices within the Child Protection agenda

3. The Club:

- Aims to create an enjoyable environment, where young people have the right to be safe, secure and free from threat.
- Acknowledges that young people have the right to be treated with respect and for their concerns to be listened to and acted upon.
- Will aim to ensure that junior members have specific programmes designated for them, with adequate supervision.
- Is committed to ensuring that all helpers, whatever their role, complete a Club Registration Form, sign a Code of Conduct and complete Disclosure Application (if in a childcare / adult at risk role) and a Self-Declaration Form in relation to Child Protection.

Will provide clear, comprehensive, easily understood procedures for dealing with:

1. Emotional abuse
2. Physical injury
3. Physical neglect
4. Sexual abuse

Child Protection Statement

These categories are not mutually exclusive, for example, a child experiencing physical abuse is undoubtedly experiencing emotional abuse as well. Although the physical and behavioural signs listed may be symptomatic of abuse, they may not always be an indicator and, conversely, children experiencing abuse may not demonstrate any of these signs.

Child abuse is often difficult to recognise; hence it is not the responsibility of anyone involved to decide whether or not a child has been abused, this is the role of trained professionals as noted previously, but we as a club have a duty of care to investigate at appropriate levels and report suspected abuse where necessary.

Other forms of abuse that in the first instance may seem not even directly related to the child, but can in the end, constitute emotional abuse or even neglect to that child through poor communication at club level/parent, or vice versa in which a child's welfare may not have been appropriately considered as to the outcome of that action to that child.

To help avoid the above, the club encourages Parent/Players/Coaches/Treasurers and Managers to apply respectful, consistent communication and apply good practices in line with club policies at all times.

In the event of any break down, the child welfare officer's involvement at this point is requested, and the club respectfully request's appropriate time to be given to fully understand when how, and why any problem/misunderstanding came about so as to seek an appropriate resolve. Thus, in effect, all concerned will be creating a conducive framework that is placing the child's welfare first allowing correctional procedures to take place, record details to be made for improvement and training purposes as encouraged by FA's good practice guide lines.

5. Our Child Welfare Officer is: Mrs Helen Way

Contact Details:

Mob:

Email:

Helen Way
Club CWO Officer



Clive Yeates
Club Secretary



Ken Haynes
Club Chairman

Consents to Photographs (including Digital Photography) and Videoing

There is much talk about who is allowed to take pictures of children (U18s) playing sports and in particular what parents/guardians are permitted to do.

The FA and Southbrook FC would like to assure parents/guardians, coaches and spectators including players that, we encourage the taking of appropriate images of children in football however, common courtesy should be shown to an opposition team/clubs by obtaining permission.

Southbrook FC members will only allow player images to be used in the following areas of the public domain e.g. club web site, club Facebook page, newsletters and newspaper articles. We will make every effort to ensure all images are taken with consideration to every one's safety.

Southbrook FC will ensure that any child who is under care proceedings will be protected by ensuring that their images are NOT taken or placed in the public domain, as stated above. This can be done by contacting our child welfare officer (CWO) in writing, contact details can be found on our contact page or on the child protection policy page.

Southbrook Youth FC will:

- Aim to take images which represent the broad range of youngsters participating safely in football.
- Focus on the activity rather than the individual.
- Ensure that those featured are appropriately dressed.
- Publish player profiles for players within our competitive league teams only, unless all parental consents are gained and approved by the club Secretary first.
- Publish player profiles on official league and Southbrook YFC club web site only.
- Publish images to be used solely for used within Southbrook Youth FC for the above stated public domain areas only.

We Will Not:

- Publish images with full names, date of birth or detailed personal information.
 - Use player profiles for anything other than what they are intended for.
 - Publish player profiles within our Non-competitive teams within the league.
- Allow images to be taken or recorded in any changing rooms, showers or toilets

As part of player registration to Southbrook FC, a photograph and video consent declaration will be completed during the digital online player registration process, if you have any concerns then please let either your team manager, club secretary or club welfare officer know.

Management Committee Roles & Responsibilities

Southbrook is managed by a committee made up of the below roles, they are then supported by Southbrook Members; this group is made up from Managers and Coaches within each team in accordance to the guidelines set out from the leagues & Hampshire FA.

Club AGM meetings are held once a year in August, Youth Club Managers & Coaches meetings are held every 6-8 weeks with Committee meetings held monthly.

Chairman will assist the Club Secretary and provide agendas for the committee meetings which are held regularly throughout the season. She/he will preside over committee meetings and head the committee to making decisions for the benefit of the whole club including disciplinary matters. She/he will also oversee the work carried out by club members.

Vice Chairman will assist or stand in where the Chairman is unavailable to oversee work carried out by club members and preside over committee meetings.

Secretary is the official contact between the club and any competition/League or County Football Association. She/he are also the official contact between club members and players, helping with information or guidance where possible or directing help to others responsible.

All administration duties are carried out to maintain and manage; affiliation, registration, membership, sponsorship, advertising, grants, club records and Insurance etc.

Club Administrator will assist the Club Secretary with administration duties. She/he are the official point of contact for all club purchasing in accordance with club policy and procedure and will act as volunteer Co-ordinator, supporting recruitment processes by liaising with the club child welfare officer (CWO)

Treasurer oversees finances, reconciling bank activities on a monthly basis and liaising with their team treasurers. She/he is also responsible for all club expenses, sponsorship monies and ensuring all invoices and bills are paid accurately and in a timely manner.

Child Welfare Officer (CWO) is the official contact between the club and the Youth League Welfare Officer (YLWO), she/he is to promote the FA's respect program and help the club to develop best-practice and 'duty of care' towards children and young people. She/he will ensure our safeguarding children policy and equality policy is enforced and that responsible recruitment processes are actioned through the FA CRB unit.

Assistant Child Welfare Officer supports and covers the CWO in all aspects as per the CWO role. They are seconded official contact between the club and the youth League Welfare Officer.

FA Chartered Coordinator to ensure continued development & training requirements of the Club is managed & maintained and to complete & submit annual FA Health check & registrations. To ensure the FA training database is true & reflective of the current member's situation, leasing with the FA to support this. Liaise with the FA & coaching members to arrange & book courses required ensuring chartered status qualification levels are met.

Media Contacts

Southbrook FC website: <https://www.southbrookyouthfc.com> is our official site where information is kept up to date as best as possible.

We also have a Facebook group page you are more than welcome to join, we use it to up-date information, make announcements and put out ideas, it's also somewhere Southbrook members can socialise and make positive comments about our teams and club.

You can also follow us on Twitter @southbrookyouth.

Any important information that will affect your player/team will be issued directly by your Manager/Coach, you do not need to have Facebook or internet connections to keep up to date with information it is only in addition.

Please Note: Facebook and our website is not a place to air out concerns, complaints or any other negative comments about teams, clubs, members or players. Please use the clubs concerns, complaints and disciplinary procedure for this, any comments believed to be negative will be removed from either site! Please also respect the non-competitive rules on recording scores.

Below is a list of league web sites your players will be registered to, you can keep up-to-date with league fixture and news;

EDMS League <http://full-time.thefa.com/Index.do?league=2797776>

Southampton Tyro League

<https://sites.google.com/view/southamptondistricttyro/home>

Southampton Youth League <http://www.southampton-youth-football.co.uk/>

Hampshire Girls Youth Football League <https://www.hgyfl.co.uk/>



#WeonlydoPositive

Southbrook Youth Football Club
Affiliation Number:
14 Stubbs Road, Sholing, Southampton SO190SU



Fundraising

Fundraising with Southbrook doesn't have to be the dreaded word that can make us feel uncomfortable.

Yes, youth football clubs do cost a lot of money to run, far more than anyone that isn't involved in the day to day operations would know. For instance, there are equipment, insurance, affiliation costs, entry fees, pitch costs and maintenances fees, winter training hire cost, advertising, printing, stationary, awards/trophies, presentation venue hire, officials and food costs just for starters.

What we are saying is that fundraising is a necessary evil for our club and an absolute necessity for teams however, we try to limit fundraising events down to two fundraising events per team per season depending on team finances and what they are raising money for which, should be very clear to all.

We also run an annual club fundraiser which is more of a fun day out for players, families and friends, which also promotes Club awareness and community involvement.

No fundraising events will be held between the months of October to end January unless authorised by the club committee. All fundraising events must be approved by our Administration Secretary who will assist in any way required throughout the fundraising planning to ensure that Club fundraising requirements are met;

- All fundraising events will be clearly identified as to what the finances are being raised for.
- Money raised per team, will be used for the identified purpose only with any surplus money going into the teams account.
- Money raised from a Club fundraising event will be divided equally between the Southbrook FC teams and then used for the identified purpose only; again, any surplus moneys raised will stay with the team accounts.
- All money raised for a team within Southbrook FC or for the Club will remain within the team or Club.

All items purchased through moneys raised will remain the property of the team or Southbrook FC.

Complaints, Concerns & Disciplinary Procedure

Complaints or Concerns

In the event that you may have a complaint or concern, it must be discussed with your team Manager or Coach direct.

Please Note; all members are happy for you to contact them using the details supplied within this handbook however, please respect their personal time.

Your team Manager/Coach may like to use one of our complaint & concerns forms to log the conversation and agree on a way forward to rectify the issue raised. All complaints & concern forms may be logged with the CWO/Club Secretary for club record use only.

A team Manager/Coach may arrange to meet up with a player/parent to discuss a complaint or concern, both Manager/Coach should where possible attend these meetings together. In the event either the Manager or Coach cannot make this meeting a committee member may stand in.

This meeting will be arranged and confirmed in advance to the mutual benefit of all, if within the Youth section a parent/guardian must be present at all times.

Written/typed notes, bullet pointing the reason for meeting, what was discussed and progression with this may be taken and confirmed by the parent/guardian before leaving.

If you are still unhappy with the way your team Manager/Coach has dealt with your complaint or concern please contact the Club Chairman or Secretary, again they may use the complaint & concerns form to help rectify the issue raised.

If your complaint or concern is a child welfare issue, please contact our child welfare officer direct and as soon as possible.

Disciplinary

In the event of a disciplinary being actioned, you may receive in writing full details from your team manager/club.

A number of disciplinary actions can be taken, and a number of authorities may be involved depending on the severity. Below is a non-exhaustive list of actions which may be enforced;

- Issued with a verbal warning/fine from FA/team/club or league official.
- Required to meet with the club/league/FA child welfare officer.
- Obligated to undertake an education course.
- Monitored by the club/League/FA
- Obligated to leave the match/training venue.
- Receive a training/Game ban
- Requested by the Team Manager/Club not to attend any further matches/training sessions
- Required to leave the team or club along with any dependants.
- Suspended, expelled or sacked from the team or club.
- Fined from the County FA