



## **Newbridge Town FC Club Disciplinary, Complaints and Appeals Procedure**

(Covers all matters other than suspected child abuse which has to be referred to the Statutory Authorities)

It is best practice to try and deal with concerns in an informal manner to the satisfaction of all concerned, it is advisable that detailed records are maintained in respect of all complaints and that all parties are advised of the formal complaints and appeals procedure.

The Club Disciplinary, Complaints and Appeals Procedures are as follows:

1. All complaints should be written outlining all relevant details including persons involved and brought to the attention of the Club Secretary.
2. The complaint or concern should then be brought to the attention of the disciplinary committee. The disciplinary committee consists of two Executive Committee Members and a Football Committee Member (unless the complaint or concern relates to a child abuse matter or criminal offence that meets criteria for formal reporting to the statutory authorities). Where there is potential for conflict of interest there may need to be changes to this panel. (The Chairperson of the Club should not sit on the Disciplinary Committee).
3. The disciplinary committee/panel should furnish any participant with details of the complaint being made against them and afford them the opportunity of providing a response either verbally or in writing. In the event of a complaint against a child, the parents/guardians should be informed and advised of the process.
4. The disciplinary committee should then hear the case of all parties involved and decide if a rule or regulation has been infringed upon.
5. The disciplinary committee/panel should then inform in writing those involved of their decision and any sanctions are to be imposed. This notification should be in writing, setting out the reasons for the sanction. (Written notification should be forwarded to parents if the proceedings involve a participant under eighteen years of age).
6. Appeals can be made in writing to the Football Association of Ireland.
7. The appeal body should then rehear the case and all evidence, should be considered. The appeals body should have the power to uphold or reject the appeal or to amend, alter or set aside any sanction imposed by the disciplinary committee/panel.
8. Written confidential records in relation to disciplinary proceedings are safely and confidentially kept on file.
9. Depending on the nature of the complaint and the outcome of the disciplinary proceedings the coach /parent may be asked to leave the Club and to stand down.
10. All complaints/concerns whether anonymous, verbal or difficult should not be ignored and dealt with in a confidential, respectful, professional and purposeful manner.

## **Newbridge Town Football Club**

At NTFC our mission is that every child/young player plays soccer in a safe, positive and encouraging 'fair play' environment. They will be treated by coaches/adults and players equally and without prejudices of age, race, ability, sex, religion, social or ethical persuasion.



## Code of Conduct for Managers/Coaches/Volunteers

### Managers/Coaches MUST:

- Be Garda vetted and have attended a Safeguarding 1 course.
- Encourage positive participation, fun and fair play.
- Promote the development of skills as opposed to winning at all costs.
- Lead by example by treating referees, other players, coaches, officials and spectators with respect regardless of age, race, ability, sex, religious, social or ethical persuasion and expect all players in their charge to do the same.
- Only use group texts/WhatsApp/Social Media Platforms for communication among players of training times, matches times, and other necessary information to ensure the smooth running of their team.
- Inform parents/guardians of the starting and finishing times of training sessions and matches.
- Inform parents/guardians of injuries/illness which their children incur while participating in any football.
- Record all injuries sustained by players in their care. A first aid kit should be available at all training sessions /matches and injuries and actions taken should be recorded. Injured players should never be played.

### Managers/Coaches must NEVER:

- Coaches/volunteers should never take sessions alone and or spend excessive amounts of time with children away from others.
- Take children to their homes.
- Take children on journeys alone in their care.
- While it is recognised in a sporting context there will be shouting this must be kept at a minimum and not directed continuously to one child.
- Engage in rough physical games or any form of corporal punishment or physical force on a young player.
- Take measurements or engage in certain types of fitness testing without the presence of another adult.
- Any physical demonstrations or hands on approach of a physical demonstration for a sporting technique should only occur when necessary and in an open and appropriate way with the knowledge, permission and full understanding of the participant concerned and his/her parents/guardian.
- Coaches should not accept personal/non-team related social media requests/ text messages or communication with individual children/young players.
- Use group texts for communication amongst players for personal messages/political/racial/harassing or swearing. NTFC group messages are for training times, matches and information necessary for the smooth running of the team only.
- Use the phone in changing rooms
- Use your phone to bully/ harass or cause upset to another person.

All coaches in NTFC are reminded that adherence to the Terms and Conditions of FAI PDP are compulsory and non-negotiable.

- **Parking is available to all members and supporters at the NTFC Club house on the right-hand side. There is a maximum speed limit of 10 km inside the grounds. Parking at the Railway car park is at your own risk and at risk of clamping.**



## Code of Conduct for Parents/Guardians

### Parents / Guardians should ALWAYS:

- 'Lead by example' and promote and teach 'FAIR PLAY'.
- Encourage positive participation and fun.
- Promote the development of skills as opposed to winning at all costs.
- Teach your child to treat referees, other players, coaches, officials and spectators with respect regardless of age, race, ability, sex or religious persuasion.
- Support and *respect the rights of the coach to make decisions regarding training, team selections, substitutions and match tactics unless they contradict the spirit of this code. Game time is down to each manager.*
- Parents should be aware of the Terms and Conditions they agreed to when registering a player with NTFC.
- Encourage healthy lifestyle habits and going to bed early before training and matches.
- Attend your child's training and games where possible.
- NTFC has a policy of 'Silent Side-lines'. Parents/spectators are permitted to encourage and applaud good play from both teams. Any parent/spectator from any team who does not comply with our silent side-lines or fair play ethos will be asked to leave the grounds.
- Text messages to coaches should be training/matches related only.

### Parents / Guardians should NEVER:

- Insult/shout/argue/ abuse players or club personnel including coaches, referees, parents, supporters and children.
- Behave with physical or verbal aggression towards another person (actually use of force or threaten the use of force)
- Engage in any "harassment" type of behaviour including rumours and gossip.
- Suggest or encourage cheating, aggressive or 'dirty' play.
- Treat the club as a child-minding service.
- Ridicule or shout at a child for losing a game or making a mistake.
- Take safety for granted.
- Put undue pressure on any child to please or perform well.
- Parents/Guardians/players have no influence on the placement of players on teams within our Club. Under no circumstance should undue pressure be extended on Managers/Coaches regarding picking of teams/placement of players.
- Parents/Guardians should not engage in posting on social media any posts that negatively impact NTFC.
- Allow their children to train with or play with another club once registered with NTFC. It is prohibited for any player who is registered with NTFC to train or take part in any matches with any other club. Parents and players should note, that their registration period commences when they complete the registration form with NTFC and ends on the proceeding 30<sup>th</sup> June unless they transfer from the Club. Players may occasionally be selected to train or play with their League's Representative team.
- Any issues that Parents/Guardians have should be brought to the attention the Manager/Coach of team or to a member of the Club Committee.



## Code of Conduct for Players

### Children / Young Players should ALWAYS:

- Do their best – put in their best effort.
- Improve and develop their skills.
- Make friends.
- Play by the rules.
- Play fairly, do their best and have fun.
- Shake hands before and after the match, whoever wins.
- Approach the club Children's Officer with any questions or concerns they might have.

### Children / Young Players should NEVER:

- Use abusive language, or argue with, the referee, officials, teammates or opponents.
- Use violence, excessive physical contact only when it is allowed within the rules.
- Bully, tell lies, spread rumours, cheat.
- Take banned substances to improve performance.
- Keep secrets about any person who may have caused them harm.
- Use mobile phones in changing rooms.
- Use your phone to bully/harass or cause upset to another person.

### Club Contacts:

Chairperson: Leo Dunne

Club Secretary: Gary O'Carroll

Club Child Officers: Siobhan Donnelly/Miriam McNulty

Club landline: 045 432831

Club email: [info@newbridgetownfc.com](mailto:info@newbridgetownfc.com)

All relevant contact numbers and email addresses are published on our website:

<http://newbridgetownfc.com/>