

1. Purpose, Scope and Principles

1.1 Purpose

This policy sets out the standards of behaviour and procedures for managing complaints and disciplinary matters to:

- Promote a safe, inclusive, respectful and enjoyable environment
- Protect the welfare of all participants
- Uphold the reputation and integrity of the Club
- Ensure issues are handled fairly, consistently and transparently

1.2 Scope

This policy applies to:

- All members
- Parents/guardians of junior members
- Coaches, volunteers, officials, and directors
- Spectators and individuals representing the Club

It covers behaviour:

- On the field of play (e.g. match conduct, umpire decisions)
- Off the field (e.g. social media, events, communications)

1.3 Alignment with England Hockey

This policy operates alongside:

- England Hockey Code of Ethics and Behaviour
- England Hockey Disciplinary Regulations

Matters such as red cards or formal misconduct offences may be handled by England Hockey or league authorities. The Club retains the right to take additional action where appropriate.

1.4 Guiding Principles

All matters under this policy will be handled in accordance with the following principles:

- **Fairness** – all individuals will be treated equally and without bias
- **Impartiality** – decision-makers will have no conflict of interest
- **Confidentiality** – information shared on a strict need-to-know basis
- **Transparency** – processes and outcomes clearly communicated
- **Timeliness** – matters addressed promptly and without unnecessary delay
- **Proportionality** – outcomes appropriate to the seriousness of the issue
- **Right to be heard** – individuals can respond to allegations and present evidence

1.5 Safeguarding

Safeguarding concerns must:

- Be reported immediately to the Club Welfare Officer
- Be managed under the Club's Safeguarding Policy

Safeguarding matters take priority over all other procedures.

2. Code of Conduct

2.1 Expected Behaviour

All individuals must:

- Conduct themselves with respect, integrity, and sportsmanship
- Comply with Club rules, policies, and England Hockey regulations
- Promote a positive, inclusive environment
- See Appendix 2 and Appendix 3

2.2 Misconduct (Examples)

Misconduct may include (not exhaustive):

On-pitch

- Abuse of umpires or officials
- Violent or dangerous play
- Persistent dissent

Off-pitch

- Discriminatory, abusive, or threatening behaviour
- Bullying, harassment, or intimidation
- Social media conduct that brings the Club into disrepute

Serious misconduct

- Violence or safeguarding breaches
- Repeated misconduct

Complaints Procedure

3.1 Stage 1 – Informal Resolution

Concerns should initially be raised with:

- Relevant Executive Officer

Where appropriate, issues should be resolved informally and proportionately.

3.2 Stage 2 – Escalation

If unresolved:

- The matter may be escalated to the Club Chair

3.3 Stage 3 – Formal Complaint

A formal complaint must be:

- Submitted in writing to the Administration Manager
- Include details, dates, individuals involved, and evidence

Timescale:

- Complaints should normally be submitted within 21 days of the incident

3.4 Acknowledgement and Initial Review

The Administration Manager will:

- Acknowledge receipt within 10 working days
- Conduct a preliminary review

Possible outcomes:

- No further action

- Informal resolution recommended
- Referral to investigation

4. Disciplinary Procedure

4.1 Appointment of Investigating Officer

Where required:

- An independent Investigating Officer will be appointed

The Investigating Officer will:

- Establish the facts of the case
- Gather written statements and evidence
- Interview relevant parties
- Produce a written report with findings

Timescale:

- Investigations will normally be completed within 28 days

4.2 Investigation Outcome

Following investigation:

- **No case to answer** → Case closed (may include guidance or recommendations)
- **Case to answer** → Referred to Disciplinary Committee

4.3 Interim Measures

Where necessary, the Club may impose:

- Temporary suspension or restrictions

This is a neutral precautionary measure and does not imply guilt.

4.4 Disciplinary Committee

A Disciplinary Committee will:

- Consist of at least 3 impartial members
- Have no prior involvement in the case

4.5 Disciplinary Hearing

The individual will:

- Receive written notification of allegations
- Be provided with evidence
- Have the opportunity to:
 - Submit a written response
 - Attend a hearing
 - Be accompanied if appropriate

For under 18s:

- Parent/guardian must attend
- Welfare Officer must be involved

4.6 Decisions and Sanctions

Sanctions will be proportionate and consistent and may include:

- No action
- Informal warning

- Formal written warning
- Suspension (time-limited)
- Removal from Club activities
- Termination of membership

4.7 Outcome Communication

The outcome will:

- Be confirmed in writing within 7 days
- Include reasons for the decision
- Be treated confidentially

4.8 Appeals Process

An individual may appeal:

- In writing within 10 days of the decision

Appeals will be heard by:

- An independent panel of 3 individuals
- With no prior involvement

The panel may:

- Uphold
- Amend
- Overturn the decision

The appeal decision is final

- Actions which significantly damage the Club's reputation

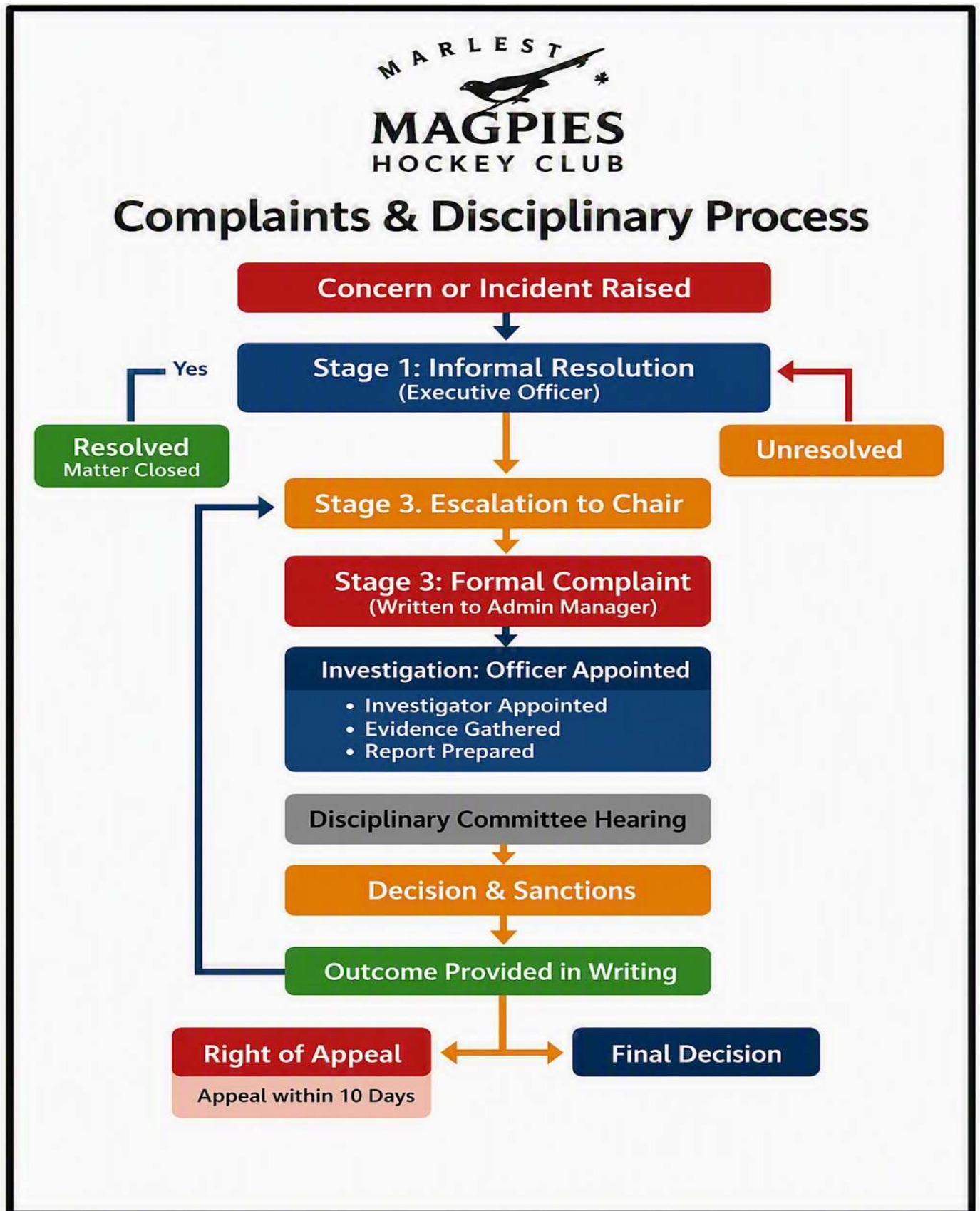
5. Confidentiality, Records and Data

- All matters handled confidentially
- Records securely retained
- Data processed in line with UK GDPR
- Only shared on a need-to-know basis

6. Governance

- **Policy Owner:** Administration Manager
- **Approval:** Executive Committee
- **Review Cycle:** Annual or as required

Appendix 1



Appendix 2



Player Code of Conduct (Including Youth Players)

Respect & Behaviour

- Respect teammates, opponents, coaches, and officials at all times
- Follow the rules and spirit of hockey
- Accept umpire decisions without argument
- Avoid abusive, discriminatory, or inappropriate language
- Show good sportsmanship, whether winning or losing

Commitment & Attitude

- Attend training sessions and matches on time
- Give your best effort in all activities
- Listen to and follow instructions from coaches and team leaders
- Be prepared with the correct kit and equipment
- Support teammates and contribute positively to team spirit

Safety & Welfare

- Wear appropriate protective equipment
- Follow all safety instructions (training and matches)
- Report any injuries, concerns, or unsafe situations
- Take responsibility for your own wellbeing and that of others

Social Media & Representation

- Use social media responsibly
- Do not post offensive, abusive, or harmful content
- Respect teammates and the Club online
- Represent the Club in a positive manner

Youth Players (Under 18) – Additional Responsibilities

- Follow Club safeguarding rules at all times
- Respect coaches, volunteers, and adults supporting hockey
- Speak to a coach, captain, or Welfare Officer if you feel worried or unsafe
- Support a safe, welcoming and inclusive environment for all

Appendix 3



Parent & Guardian Code of Conduct

Supporting Young Players

- Encourage effort, enjoyment, and development over results
- Praise positive behaviour and progress
- Allow coaches to coach — do not instruct from the sidelines
- Support your child and their teammates positively

Respect for Officials & Volunteers

- Treat umpires, coaches, and volunteers with respect
- Be respectful in your communications with club volunteers and staff as well as Officials
- Do not challenge, criticise, or confront officials during or after matches or training sessions
- Raise any concerns through appropriate Club channels

Matchday Behaviour

- Be a positive role model for all players
- Promote fair play and good sportsmanship
- Avoid negative or disruptive comments
- Ensure your child arrives on time and is ready to participate

Communication & Responsibility

- Inform coaches of any relevant issues (e.g. attendance, wellbeing)
- Support Club rules, policies, and decisions
- Communicate respectfully with club volunteers and staff
- Use social media appropriately and respectfully

Safeguarding

- Understand and follow the Club's safeguarding policies
- Report any concerns to the Welfare Officer promptly
- Help create a safe and inclusive environment for all children