

COMPLAINTS PROCEDURE

In the event of any member feeling 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.

- Report the matter in writing to the Club Secretary or another member of the Committee, if your complaint is pertinent to Child Protection then address the complaint to the Club's Welfare Officer. This will then be dealt with by the Club Complaints Committee. Your complaint should include:
 - Details of what, when, and where the occurrence took place.
 - Any witnesses along with their statements.
 - Names of any others who have been treated in a similar way.
 - Details of any former complaints made about the incident, date, when and to whom made.
 - A preference for a solution to the incident.
- The Club's Complaints Committee will arrange a meeting to be held at the earliest convenience so that all parties can discuss the complaint.
- The Club's Complaints Committee will comprise of at least five Committee members of which two must comprise of either The Club Chairman, the Secretary or the Treasurer and in all cases of Child Protection issues, the Club's CWO, will have the power to:
 - Warn as to future conduct.
 - Suspend from membership.
 - Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
 - Determine whether any Child Protection issues should be referred to an official body, ie The Police

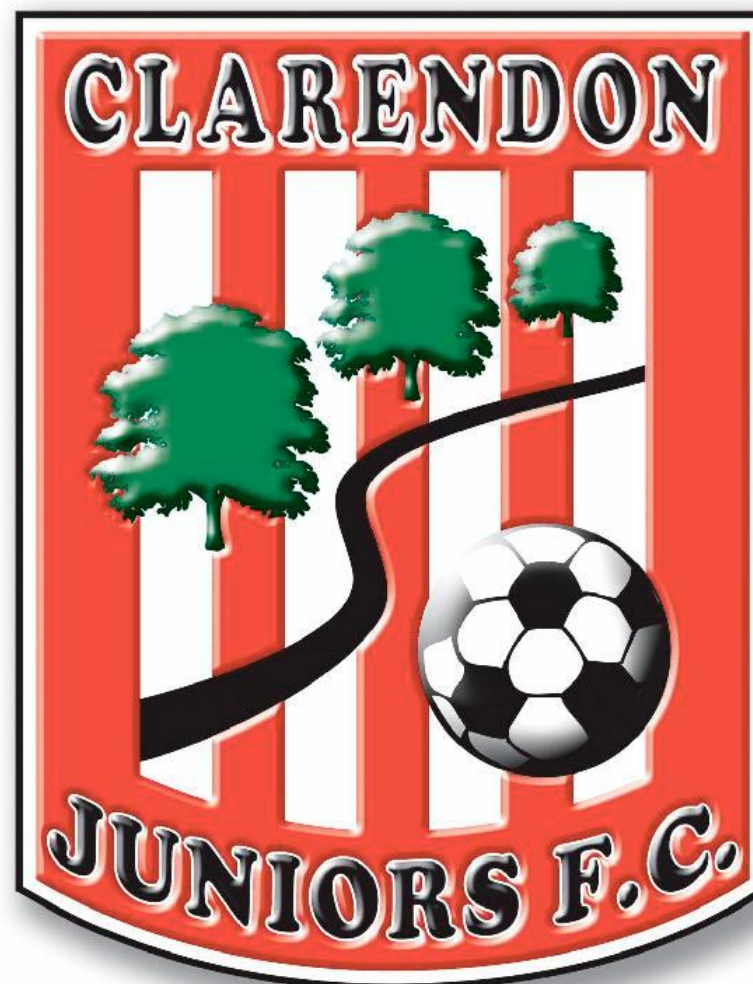
It is important that players, parents/guardians and any supporters read the club handbook and understand the code of conducts and policies within it.

It is recommended that parents/guardian's should go through the handbook with younger players, so they fully understand.

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Handbook compiled by Martyn Moody

MM Production 2008



Revised August 2008

CLUB HANDBOOK

Juniors version

INTRODUCTION

Welcome to the Clarendon Juniors Football Club handbook.

The contents of this booklet outlines the Club's rules regarding membership, fees, attendance, discipline, kit and support.

It also outlines the three code's of conducts - for Players, Parents/Spectators and Coaches, the anti-discrimination & equal opportunities policy and also outlines the club's child protection policy and website child protection policy. Lastly it also details the complaints procedure.

This handbook should be read by players, parents/guardians and any other family members. It should also be read by friends and spectators.

CLUB CONTACTS

Club Chairman	Peter Riggs
Club Vice Chairman	Martyn Moody
Club Secretary	Jeremy Thomas
Club Treasurer	Ian McEntee
Club Welfare (Child Protection) Officer	Amanda Ford
Admin Secretary	Julie McEntee
Website:	www.clarendonjuniorsfc.co.uk
Email:	cjfc@clarendonjuniorsfc.co.uk

Club Chairman: Brightwell House, Middleton, Winterslow, Nr Salisbury, SP5 1QS ~ 01980 863689

Club Secretary: 6 Forest Houses, Farley, Nr Salisbury, SP5 1AG ~ 01722 712450

Club Welfare Officer: Meadow View, Livery Road, Winterslow, Nr Salisbury, SP5 1RH ~ 01980 862737

Email addresses of the above contacts are
firstname.surname@clarendonjuniorsfc.co.uk

guidance will be sought from The FA. It is noted and accepted that The FA will consider the relevance and significance of the information obtained via The FA CRB Unit Enhanced CRB Disclosure and that all decisions will be made in the best interests of children and young people.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimize the risk of 'grooming' within football.

- CJFC supports The FA's 'whistle blowing' policy. Any adult or young person with concerns about a colleague can 'whistle blow' by contacting The FA Child Protection Manager on 0207 745 4771, by writing to The FA Case Manager at The Football Association, 25 Soho Square, London W1D 4FA or by going direct to the police, social services or the NSPCC. Clarendon Juniors Football Club encourages everyone to know about it and utilise it if necessary.
- CJFC has appointed a Club Welfare Officer (CWO) in line with The FA's role profile and required completion of the child protection and best practice workshop. The post holder will be involved with designated person's training provided by The FA. The CWO is the first point of contact for all club members and parents or guardians regarding concerns for the welfare of any child or young person. They will liaise directly with the CFA CPO and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of poor practice and abuse amongst club members.
- We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players, parents or guardians should be able to tell and know that incidents will be dealt with promptly. Incidents need to be reported to the CWO, a member of the committee or, in cases of serious bullying contact the CFA CPO.
- Codes of conduct for players, parents or spectators, officials and coaches have been implemented by Clarendon Juniors Football Club. In order to validate these codes of conduct the club has clear sanctions to deal with any misconduct at club level and acknowledges the possibility of potential sanctions which may be implemented by leagues or the CFA in more serious circumstances. All prospective members will be informed of these codes.
- Further advice on child protection matters can be obtained from:
 - The County Football Association's Child Protection Officer, whose details can be found in the County Handbook
 - The FA/NSPCC Child Protection 24-Hour Helpline 0808 800 5000
 - www.TheFA.com/Goal

The FA child protection team on 0207 745 4649.

Members of CJFC who are registered for a league team are expected to attend all league and cup matches for which the team is involved. This means attendance on most Saturday mornings or Sunday mornings, depending on the league, from the beginning of September to the end of April.

- Players are expected to attend training sessions and any matches with the necessary kit including:
 - Clean football boots or suitable footwear dependent on surface.
 - Shin pads (for training as well as matches). Players will not be allowed to play without shin pads
 - A bag for clothes (it is not always possible to leave clothes in the changing facilities)
 - Warm clothing and coat (weather depending)
 - Still or isotonic Drink
 - Medical needs (inhalers etc)
 - If a player is unable to attend a training session or a match then the player is responsible for informing the team manager, either by phone or in person, at the earliest opportunity, and in any case within 24 hours before the training session or match. Failure to attend a training session will affect whether a player is selected for the next league or cup match. Failure to regularly attend training sessions or matches will lead to de-registration from the relevant league/s so that others may use the limited number of registrations available.

Discipline

CJFC endeavours to provide an environment for players to develop their football skills in a safe and enjoyable way. To enable this, CJFC expects all players to act in a sensible and respectful way towards all other players and club officials. We expect players attending training sessions to involve themselves fully in the training arranged without argument or dissent.

At matches, CJFC expects players to conduct themselves reasonably, in a sporting manner and within the rules of the Football Association. Failure to act in an acceptable manner may

Message Forum/Message Board

- The forum is an interactive source and any topic can be posted whether factual or humourous. However to make it safe, there are a number of safeguards in place...
 - All posts/messages are regularly monitored by the club.
 - Posts and messages can be deleted by the webmaster.
 - Access to the forum is by registration only.
 - ISP addresses are recorded and can be traced if needed.
 - ISP addresses can be blocked if required.

Withdrawal of information

- Parents/guardian's can withdraw their consent and ask that information about their child(ren) be deleted from the site at anytime. Every effort will be made to delete the information as soon as possible.
- When a parent/guardian revokes consent, the website will stop collecting, using or disclosing information from that child.
- The site may end a child's participation in an activity if the information it collected was necessary for participation in the website's activity.
- The club itself may also decide that in the interests of security and safety to withdraw information.

Patents/Guardian notice

- Every effort has and will be made to make the club website as accessible and safe as possible, we hope by outlining the safeguards, the site will be used for the purpose it has been intended.
- If you are unaware of the full extent in which your child(ren) is/are featured on the site, all relevant information will be made available to you.
- You may request any information the club website has collected to be deleted.
- You may request further collection or use of information to be prevented.

**THE WHOLE WEBSITE IS PASSWORD PROTECTED
SO ONLY MEMBERS CAN GAIN ACCESS**

CHILD PROTECTION POLICY

- CJFC acknowledges its responsibility to safeguard the welfare of every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all members. A child or young person is anyone under the age of 18 engaged in any club football activity. We subscribe to The Football Association's child protection and best practice policy and procedures and endorse and adopt the policy statement contained in that document.
- The key principles of The FA Child Protection Policy are that:
 - The child's welfare is, and must always be, the paramount consideration
 - All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation.All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- Working in partnership with other organisations, children and young people and their parents or carers is essential. We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse. CJFC recognises that this is the responsibility of every adult involved in our club.
- CJFC has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's child protection regulation (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This includes those who are a volunteer, match official, helper on club tours, football coach, club official or medical staff.
- We endorse and adopt The FA's Child Protection and Best Practice Guidelines for Recruiting Volunteers and will:
 - Develop a role profile
 - Request identification documents
 - As a minimum meet and chat with the applicant(s) and where possible conduct interviews before appointing
 - Request and follow up with two references before appointing
 - Require an FA CRB Unit Enhanced Disclosure where appropriate in line with FA guidelines.
- All current CJFC members with direct access to children and young people will be required to complete a CRB Enhanced Disclosure via The FA CRB Unit. If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of CJFC,

CLUB RULES

Membership

Membership of Clarendon Juniors Football Club entitles players to:

- Attend weekly training sessions as arranged by the team managers at Winterslow Recreation Ground, Barry's Field Sports Ground or another location (a payment may be requested for off site sessions such as indoor training).
- Be registered for one or more of the leagues CJFC has entered.
- Be available for selection for matches, however it does not guarantee selection.

The team managers can only be responsible for members of CJFC during training sessions and league, friendly and cup matches.

Fees

- Each member of CJFC shall pay a subscription fee of £ ♣ for the season payable in September or two payments of £ ♦ which are due in September and January.
- For the second and subsequent member from each family a reduced fee of £ ♥ for the season or two payments of £ ♠ is to be paid together.
- CJFC normally makes no charge for transport to and from matches. This relies on the good will of parents to assist with transport. Where there is insufficient parental support to facilitate this then CJFC reserves the right to charge an additional fee for transport.

Subs fees for 2008/09: ♣ = £tbc; ♦ = £tbc; ♥ = £tbc; ♠ = £tbc
Members of the Under 7's who train as part of the academy fees have been held at £45; £25

Attendance

- Members of CJFC are expected to attend the arranged training sessions. This is important as it enables the manager to develop individual and team fitness, increase the skill level and for the team to learn to play together.

WEBSITE CHILD PROTECTION POLICY

The protection and security of the clubs players is paramount and therefore the website has the following policies on various safeguards.

Site Content

- All contents of this site is, in the main, for the benefit of those registered as members of the club.
- Club members names will be used by the site, but no personal details will be disclosed and only club playing history - Appearances and Goals will be used.
- News stories, match reports and features may be accompanied by images but no direct identification will be disclosed.
- Any personal contact information held by the club of registered club members will not be:
 - included in this site.
 - forwarded to associated sites.
 - made available to third parties.
 - disclosed to any other medium.
- Locations of matches will, where possible not be revealed in their entirety, however in some cases it will be necessary to give details to inform the players/parents.

Pictures, Photographs and Images

- Any images of players on the club website will not be accompanied with their first or surname unless parents have requested it to be given.
- Images may be accompanied in news and reports relating to certain players but they will not necessarily be in the correct order in which they are stated in that news or report.
- No inappropriate images will appear on this site, any images deemed unsuitable should be outlined by emailing the address below.
- Parents/Guardians of all registered club playing members have the right to request the removal of any image material that appears on site.

result in sanctions from the team manager including:

- Exclusion from training sessions
- Exclusion from league or cup teams
- De-registration from league teams

The final sanction for unreasonable behaviour will be exclusion from CJFC. Should this sanction be considered then it will be decided upon by CJFC Committee. Any appeal against a team managers or committee discipline decision will be to CJFC Committee whose decision shall be final.

Any booking or red card received by a member playing for the club is to reimburse the club the full amount of the fine they receive, within 10 days of the club receiving details of the fine. Failure to pay a fine within 10 days will result in that member being suspended by the club and unavailable for training or selection for fixtures until the fine is paid in full.

Kit

The football kits supplied by CJFC are expensive and need to be kept in good order. Kit provided for use by CJFC shall:

- Be used only for club league, friendly or cup matches
- Be available for each league, friendly or cup match in a clean and tidy condition
- Be returned complete at the end of each season or upon request
- If the team manager decides to keep all of the kit together then parents may occasionally be asked to wash the complete team kit between matches.

Support

Football is a spectator sport as well as a participant sport. CJFC, and particularly the players, benefit from touchline support. We would therefore urge parents to support CJFC and their children on the touchline whenever possible.

CJFC aims to keep its fees to a minimum by raising additional funds through the activities arranged throughout the season. These are not only fun for parents as well as players but also beneficial for team and club spirit. Parents are encouraged to attend and accompany the players. At such events, a responsible adult must accompany players.

CODE OF CONDUCT - PLAYERS

Playing for the team, and for the team to win, is the most fundamental part of the game. But not winning at any cost–Fair Play and respect for others in the game is essentially important.

Obligations towards the game

A player should

- Make every effort to develop their own sporting abilities, in terms of skill, technique, tactics and stamina.
- Give maximum effort and strive for the best possible performance during a game, even if his team is in a position where the desired result has already been achieved.
- Set a positive example for others, particularly young players and supporters
- Avoid all forms of gamesmanship and time-wasting.
- Always have regard for the best interests of the game, including where publicly expressing an opinion on the game and any particular aspect of it, including others involved in the game.
- Not use inappropriate language.

Obligations towards one's own team

A player should

- Make every effort consistent with Fair Play and the Laws of the Game to help his own team win.
- Resist any influence which might, or might be seen to, bring into question his commitment to the team winning.

Respect for the Laws of the Game and competition rules

A player should

- Know and abide by the Laws, rules and spirit of the game, and the competition rules.
- Accept success and failure, victory and defeat, equally.
- Resist any temptation to take banned substances or use banned techniques.

- CJFC will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.
- CJFC is committed to the development of the programme of ongoing training and awareness raising events and activities, in order to promote the eradication of discrimination within its own organisation, and within football as a whole.
- CJFC 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 cease forthwith, restitution of damage or loss (if necessary) and to the investigation of any member accused of discrimination.
- Any member found guilty of discrimination will be instructed to terminate their membership with the club forthwith. Since discrimination in its many forms is against the Football Club's policy, any members offending will be dealt with under the disciplinary procedure.
- CJFC commits itself to the disabled person whenever possible and will treat such members, in aspects of their recruitment and membership, in exactly the same manner as other members. The difficulties of their disablement permitting assistance will be given, wherever possible to ensure that disabled members are helped in gaining access. Appropriate training will be made available to such members who request it.

- must ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of players.
- should, at the outset, clarify with the players (and, where appropriate, parent) exactly what is expected of them and also what they are entitled to expect from their coach.
- must co-operate fully with other specialists (e.g. other coaches, officials, sports scientists, doctors, physiotherapists) in the best interests of the player.
- 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.
- must consistently display high standards of behaviour and appearance.
- must not use or tolerate inappropriate language.

ANTI-DISCRIMINATION & EQUAL OPPORTUNITIES POLICY

The following policy is at the heart of the Club's activities:

- The 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 sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.
- Equality of opportunity means that in all our activities we will not discriminate or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or ability.
This includes:
 - The advertisement for volunteers.
 - The selection of candidates for volunteers.
 - Courses.
 - External coaching and education activities and awards.
 - Football development activities.
 - Selection for teams.
 - Appointments to honorary positions.

Respect towards Opponents

A player should

- Treat opponents with due respect at all times, irrespective of the result of the game.
- Safeguard the physical fitness of opponents, avoid violence and rough play, and help injured opponents.

Respect towards the Match Officials

A player should

- Accept the decision of the Match Official without protest.
- Avoid words or actions which may mislead a Match Official.
- Show due respect towards Match Officials.

Respect towards Team Officials

A player should

- Abide by the instructions of their Coach and Team Officials, provided they do not contradict the spirit of this Code.
- Show due respect towards the Team Officials of the opposition.

Obligations towards the Supporters

A player should

- Show due respect to the interests of supporters.

CODE OF CONDUCT - PARENTS/SPECTATORS

Parents and Spectators have a great influence on children's enjoyment and success in football. All children play football because they first and foremost love the game – it's fun. It is important to remember that however good a child becomes at football within your club it is important to reinforce the message to parents/spectators that positive encouragement will contribute to:

- Children enjoying football
- A sense of personal achievement
- Self-esteem
- Improving the child's skills and techniques

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

- Other players
- Officials
- Managers
- Spectators

Ensure that parents / spectators within your club are always positive and encouraging towards all of the children not just their own. Encourage parents / spectators to:

- Applaud the opposition as well as your 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.

Ensure that parents/spectators within your club agree and adhere to your club's Code of Conduct and Child Protection Policy.

CODE OF CONDUCT - COACHES/MANAGERS

Coaches are key to the establishment of ethics in football. Their concept of ethics are their attitude directly affects the behaviour of players under their supervision. Coaches are, therefore, expected to pay particular care to the moral aspect of their conduct.

Coaches have to be aware that almost all of their everyday decisions and choices of actions, as well as strategic targets, have ethical implications.

It is natural that winning constitutes a basic concern for coaches. This code is not intended to conflict with that. However, the code calls for coaches to disassociate themselves from a "win-at-all-costs" attitude.

Increased responsibility is requested from coaches involved in coaching young people. The health, safety, welfare and moral education of young people are a first priority, before the achievement or the reputation of the club, school, coach or parent.

Set out below is The F.A. 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:

Coaches/Managers:

- must respect the rights, dignity and worth of each and every person and treat each equally within the context of the sport.
- must place the well-being and safety of each player above all other considerations, including the development of performance.
- must adhere to all guidelines laid down by governing bodies.
- must develop an appropriate working relationship with each player based on mutual trust and respect.
- must not exert undue influence to obtain personal benefit or reward.
- must encourage and guide players to accept responsibility for their own behaviour and performance.