



Reading Football Supporters' Society Limited,
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Eastleigh, Hampshire, SO53 3DA.

www.star-reading.org

COMPLAINTS PROCEDURE

Date of Review	Reason for review	Amendments
09/11/2023	New Policy For Approval	
12/10/2024	Minor typo fixes	3.7: removal of stock wording and amendment to reference to board membership policy

1. Introduction

1.1. This document is drafted in accordance with the Rules of Reading Football Supporters' Society Limited (known as Supporters Trust at Reading) and sets out the Membership policy for adoption pursuant to a resolution at a Board Meeting held on 09 November 2023.

2. Definitions

2.1. Definitions of the terms used in this policy are laid out in a separate Definition of Terms document, which should be read in conjunction with this policy.

3. Procedure

3.1. If a member has a complaint to raise, relating to decisions taken by the STAR board, in the first instance they should put the complaint in writing to the Trust Secretary for consideration by the Board via secretary@star-reading.org.

3.2. If it reaches a stage where the complaint is unable to be resolved, and the dispute needs to be escalated there is a provision within the society rules as detailed below.

3.3. This action should only be used as a last option when all other avenues for resolution have been exhausted.

3.4. Every unresolved dispute which arises out of these Rules between the Society and:

- 3.4.1. a member; or
 - 3.4.2. any person aggrieved who has ceased to be a member within the six months prior to the date of the dispute; or
 - 3.4.3. any person claiming through such member or person aggrieved; or
 - 3.4.4. any person bringing a claim under the Rules of the Society; or
 - 3.4.5. an officer of the Society
- 3.5. Is to be submitted to an arbitrator agreed by the parties or nominated by the Chief Executive (or equivalent) of the FSA. The arbitrator's decision will be binding and conclusive on all parties.
- 3.6. Any person bringing a dispute must deposit with the Society the sum of £500 or such other reasonable sum as the Society Board shall decide. The arbitrator will decide how the costs of the arbitration will be paid and what should be done with the deposit.
- 3.7. If the complaint covers the behaviour of an individual member, the complaint would be covered by the members disciplinary policy.

4. Raising a Potential Policy Breach

- 4.1. A potential policy breach may come to light through a number of sources including, but not limited to:
- 4.1.1. Issue arising during the course of a meeting that cannot be resolved by immediate intervention of the Meeting Chair to the satisfaction of all parties;
 - 4.1.2. Complaint from an individual Society member
 - 4.1.3. An anonymous whistle-blower;
 - 4.1.4. Identified by employees of the Society;
- 4.2. In the first instance there is a commitment to undertake informal consideration of evidence, and discussion with directly affected persons, by the Society Secretary (unless they are the subject of the action, in which case a Board member shall be appointed by a majority vote of the Board.)
- 4.2.1. At this stage the matter can be resolved by;
 - 4.2.2. Determining that there is no case to answer, or
 - 4.2.3. Amicable resolution to the satisfaction of all parties
- 4.3. If stage one is unsuccessful and where any Member is deemed by a majority of the Society Board to have committed a Disciplinary Offence as defined in this document or has otherwise acted in a way which a majority of the Society Board believe is in contrast to the spirit of this document and/or the Rules, they shall be at liberty to constitute a Disciplinary Committee ("the Disciplinary Committee") to determine the facts relating to the matter and take such measures as the Committee sees fit.
- 4.4. If the Society Board decides to constitute a Disciplinary Committee a majority of the Board may rule that the Member(s) concerned be suspended from membership of the

Society and shall not be entitled to vote nor attend general meetings for the period of suspension.

4.5. The Disciplinary Committee will consist of the then Chair and Vice-Chair of the Society Board unless one or both of them is the subject of the disciplinary action, in which case another member of the Society Board will be selected by majority vote of the Society Board as Chair of the Disciplinary Committee.

4.6. In addition, up to 4 but no less than 2 other Society members (who shall not be the subject of the disciplinary action) shall sit on the Disciplinary Committee.

4.7. The Chair of the Disciplinary Committee shall have the casting vote if necessary.

4.8. Co-opted Society Board Members may not serve on a disciplinary committee.

4.9. All members of the Disciplinary Committee shall treat its proceedings as confidential, unless the subjects of the hearing waive that right directly, or violate the confidentiality through making public comment about its proceedings.

4.10. The Disciplinary Committee shall meet as soon as is practicable after it is constituted and shall invite the member(s) concerned to attend or submit their version of events and/or mitigating circumstances.

4.11. The Disciplinary Committee shall act honestly and equitably in assessing the facts of the disciplinary case before it.

4.12. If the member(s) concerned fails to either attend or submit their version of events and/or mitigating circumstances as envisaged above the Disciplinary Committee can proceed and make such inferences as it sees fit from such non-attendance or non-submission.

4.13. If the case is upheld the Disciplinary Committee will determine an appropriate sanction to be applied.

4.14. The Disciplinary Committee shall formally notify all parties and the Board of their conclusions alongside any sanctions to be imposed in writing.

4.15. There is no appeal or challenge process following the decision of the Disciplinary Committee, notwithstanding the right of any member to seek redress through the Society Rules dispute process or formal external judicial process.

5. Review

5.1. This policy will be reviewed by STAR's Board biennially, but members may call for it to be reviewed at any time by contacting the Secretary.