
THE UK MINIFOOTBALL ASSOCIATION*

**COMPLAINTS, GREVIANCES, DISPUTES,
DISCIPLINARY RULES AND INTERNAL APPEALS PROCEDURES**

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The UK Minifootball Association.
Complaints, Grievances, Disputes, Disciplinary Rules
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Introduction

General

It is the right of an affiliated league provider and/or accredited facility of the UK Minifootball Association (UKMA), their affiliated teams and players, UKMA volunteers, and the management and players of the UKMA national 6-a-side teams to make a complaint, grievance or dispute where the issue, correspondence, communication, and support provided by the UKMA appears to have fallen beyond satisfactory and customary levels. Similarly, it is the right of an affiliated league provider or accredited facility of the UKMA to enforce sanctions upon any of their affiliates, provided that they have agreed to their terms and conditions, and have subscribed to the UKMA complaints, grievances, disputes, disciplinary rules and internal appeals procedures.

More specifically, the affiliated league provider and accredited facility have the right to enforce disciplinary actions and sanctions for disciplinary fines incurred by a team or team player, provided that the team captain or player has agreed to the affiliated league provider and/or the accredited facilities terms and conditions.

Administration of disciplinary fines

The UKMA reserves the right to complete the administration and collection of disciplinary fines, for our silver and gold affiliated league providers. All correspondence concerning the collection of disciplinary fines, and correspondence with teams and team captains are to be forwarded to the registered contact of the affected silver and gold affiliated league providers.

Consistency

These complaints, grievances, disputes, disciplinary rules and internal appeals procedures are designed to be a clear and concise set of procedures which will apply to all persons as identified in section 2.2.

Part 1 of this document is designed to provide a clear and simple definition of the rules of the UKMA, and the relevant breaches, sanctions and disciplinary actions which can be enforced upon an affiliated league provider, accredited facility of the UKMA and/or any person connected to the UKMA as identified in section 2.2.

Part 2 of this document is designed to provide a clear and simple explanation of the function, process and procedures of all bodies related to the UKMA who are permitted to assign, administer, investigate, and judge any complaint, grievance, dispute and/or appeal made to the UKMA, provided that any such complaint or appeal concerns the offences as identified in section 1.3.

Local level

The UKMA must stress that all complaints, grievances, disputes and internal appeals are to be managed at a local and/or regional level in the first instance by the affiliated league provider and/or accredited facility, with the exception of the administration of disciplinary fines as identified in section 2.2. The complaint, grievance, dispute and internal appeal may only be transferred to the UKMA after every possible means of resolution has been exhausted by the affiliated league provider or accredited facility. The UKMA will then deal with these matters, in accordance with the processes and procedures outlined in Part 2 of this document.

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Policy for the discipline of members of the UK Minifootball Association

The policy for the discipline of members of the UK Minifootball Association dictates the required sanctions to be imposed upon all members of the UK Minifootball Association who have subscribed to the articles of the UK Minifootball Association. The clauses indicated in the policy for the discipline of members of the UK Minifootball Association are to be enforced by the Complaints, Grievance, Disputes and Disciplinary Officer, the UKMA Complaints, Grievance, Disputes and Disciplinary Committee and/or the Chairman of the UK Minifootball Association. All other complaints, grievances, disputes, disciplinary rules and internal appeals are to be dealt with under the provisions of the complaints, grievances, disputes, disciplinary rules and internal appeals document.

The UK Minifootball Association anti-doping policy

The UK Minifootball Association anti-doping policy dictates the required disciplinary proceedings and sanctions to be imposed upon all athletes and athlete support personnel of the UKMA who are under the jurisdiction of the rules of the UKMA anti-doping policy as stated in section 2.1. of the UK Minifootball Association anti-doping policy. The clauses indicated in the UK Minifootball Association anti-doping policy are to be enforced by the National Anti-Doping Panel (NADP), the UKMA TUE committee, the UKMA anti-doping officer and the Chairman of the UK Minifootball Association. All other complaints, grievances, disputes and/or appeals are to be dealt with under the provisions of the complaints, grievances, disputes, disciplinary rules and internal appeals procedures document.

Amendments

The UKMA reserves the right to review and amend these complaints, grievances, disputes, disciplinary rules and internal appeals procedures from time to time, particularly where required by legislative updates or legal developments.

Note that no affiliated league provider and/or accredited facility are required to subscribe to these complaints, grievances, disputes, disciplinary rules and internal appeals procedures, with the exception of their or their teams participation in international small-sided football competitions.

In the event of participation in a national or international small-sided football competition, the participating affiliated league provider and/or accredited facility must subscribe and enforce these complaints, grievances, disputes, disciplinary rules and internal appeals procedures.

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1. Definitions

Terms and definitions as defined in the memorandum and articles of association of the UK Minifootball Association shall have the same meaning in these complaints, grievances, disputes, disciplinary rules and internal appeals procedures unless they are otherwise defined below.

Accredited facilities means a facility which has been fully accredited by the UK Minifootball Association to be of the standard required to run small-sided football leagues and games.

Affiliated league provider means a league provider affiliated to the UK Minifootball Association as either a bronze, silver or gold affiliated league provider.

Anti-doping Officer means the representative of the Executive Board of the UK Minifootball Association appointed to the role of the National Anti-doping Officer, responsible for the implementation of UK Minifootball Association anti-doping policy.

Appeler means the person who has applied for an appeal to or against an affiliated league provider or body of the UK Minifootball Association.

Bronze affiliated league provider means any affiliated league provider who has registered online and has been certified as a bronze affiliated league provider of the UK Minifootball Association.

Children's Officer means the local and/or regional Children's Officer appointed by the executive body of an affiliated league provider of the UK Minifootball Association.

Complainant means the person making the complaint.

Complaint means an expression of discontent by one individual concerning the behaviour of another individual, which must be submitted in writing (by postal mail only) accompanied with all relevant documents and witness statements in support of the complaint.

Complaint, grievance, dispute disciplinary bodies means those bodies listed in section 2.1. for the administration, investigation and judgment of all complaints, grievances, disputes and/or appeals made at a local and/or regional level.

Complaints, Grievances, Disputes and Disciplinary Committee means the local and/or regional Complaints, Grievances, Disputes and Disciplinary Committees' elected by an affiliated league provider or an accredited facility of the UKMA. This is not to be confused with the UK Minifootball Association Complaints, Grievances, Disputes and Disciplinary Committee (UKMA CGDD Committee) which is the impartial body formed from representative members of the Executive Board of the UK Minifootball Association. In all subsequent notations, the local and/or Regional Complaints, Grievances, Disputes and Disciplinary Committee will be referred to as CGDD Committee's.

Complaints, Grievance, Dispute and Disciplinary Officer means the representative of the UK Minifootball Association, who is responsible for the administration, communication and mediation of all complaints, grievances, disputes, disciplinary rules and appeals in the first instance they are delivered to the UK Minifootball Association. This individual may in the first instance share the role of the Administrator of the UK Minifootball Association. In all subsequent notations, the Complaints, Grievance, Dispute and Disciplinary Officer will be referred to as the CGDD Officer.

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Disciplinary action means the actions brought against any individual by a local, regional or national body in relation to a disciplinary offence. The disciplinary action may also include by definition the appropriation of a disciplinary fine against a team player, the whole team or the team captain.

Disciplinary fine means the fine, disciplinary offence and notification imposed upon a team player, the team captain or the whole team, which is payable by the team captain.

Disciplinary offence means the offences indicated in section 3 of the complaints, grievances, disputes, disciplinary rules and internal appeals procedures. A disciplinary offence may also refer to the offences registered in the rules and regulations of the affiliated league provider and/or accredited facility.

Disciplinary report means a report from an official or responsible individual and a clarification of any reports and amendments there within.

Dispute means an expression of discontent by one individual concerning the behaviour of another individual, or the issuing of a disciplinary offence by an affiliated body of the UK Minifootball Association, of which must be submitted in writing (by postal mail or email) accompanied with all relevant documents, and witness statements in support of the dispute.

Disputer means the person making the dispute.

Event means any local, regional, national or international competition involving a team registered to an affiliated league provider, the UKMA national 6-a-side team players and/or the management and support staff of the UKMA national 6-a-side teams.

Executive Board means the members of the Executive Board for the time being of the UK Minifootball Association.

Gold affiliated league provider means any affiliated league provider who has registered online and/or upgraded from a bronze and/or silver affiliated league provider to a gold affiliated league provider and has been certified as a gold affiliated league provider of the UK Minifootball Association.

Grievance means expression of discontent by one individual concerning the behaviour of another individual of which must be submitted in writing (by postal mail only) accompanied with all relevant documents, and witness statements in support of the grievance.

Grievant means the person making the grievance.

Individual case means any complaint, grievance, dispute or appeal referred to the UK Minifootball Association where the Chairman of the UK Minifootball Association has decided to amend the costs of referral to other sport resolution services due to mitigating or unique circumstances.

League means the registered league run by an affiliated league provider of the UK Minifootball Association.

Minor means any person under the age of 18.

National Children's Officer means the designated responsible person of the UKMA responsible for the overseeing of all local and/or regional Children's Officers affiliated to the UKMA, and held responsible to the UKMA Child Protection Policy.

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Recipient means the individual who has been presented with a disciplinary fine, offence, action, complaint, grievance, dispute and/or appeal against themselves.

Silver affiliated league provider means any affiliated league provider who has registered online and/or upgraded from a bronze affiliated league provider to a silver affiliated league provider and has been certified as a silver affiliated league provider of the UK Minifootball Association.

Team means the group of individuals registered as a small-sided football (5, 6, or 7-a-side football) team to an affiliated league provider of the UK Minifootball Association.

Team captain means the specific individual who agreed to and signed the terms and conditions of the affiliated league provider when they registered their team to play in the league.

Team players means the players of a team registered to an affiliated league provider or an accredited facility.

The UK Minifootball Association means the not-for-profit governing body for 5, 6, and 7-a-side football in the UK. In all subsequent notations, the UK Minifootball Association will be referred to as the UKMA.

The UK Minifootball Association Complaints, Grievances, Disputes and Disciplinary Committee means the impartial body formed from representative members of the Executive Board of the UK Minifootball Association with no direct connection to the instigator of the complaint, grievance, dispute and/or appeal, or the defendant. In all subsequent notations, the UK Minifootball Association Complaints, Grievances, Disputes and Disciplinary Committee will be referred to as the UKMA CGDD Committee.

UKMA national 6-a-side teams means the England, Scotland, Wales and Northern Ireland 6-a-side teams operated by the UK Minifootball Association.

Part 1: Rules and Regulations

2. Jurisdiction

Due to the various differing rules in our affiliated 5, 6, and 7-a-side football competitions in the UK, the UKMA will not seek to impose a uniform set of rules on our affiliated league providers for the governance of their individual competitions, leagues and/or events. The UKMA will instead work with affiliated league providers to provide individual competitions that are deemed safe and appropriate. However, this is different for international competition and initial registration to the UKMA.

All affiliated league providers are expected to satisfy the UKMA rules for registration as a bronze, silver and/or gold affiliated league provider when they register for affiliation to the UKMA or when they apply for facility accreditation with the UKMA. These affiliation and accreditation rules are available online at www.ukminifootball.co.uk under 'policies and guidance', and do not interfere with the governance of affiliated league providers and/or accredited facilities individual competitions, leagues and/or events following the completion of their affiliation and/or accreditation to the UKMA.

The following matters will be dealt with under these rules and internal appeals procedures, unless otherwise indicated:

- (i) Breaches of the UKMA rules for the involvement and/or play of international competitions by affiliated league providers and accredited facilities.
- (ii) Breaches of the UKMA rules for the conduct and discipline of the UKMA national 6-a-side teams on and off the pitch during regional, national and international competitions.
- (iii) Breach of the UKMA standard requirements for the care, health and safety, and excellence of accredited facilities.
- (iv) Administration of disciplinary fines, offences and actions issued to a team or team captain by a silver and/or gold affiliated league provider.
- (v) Breaches of other UKMA rules and regulations in enforcement.
- (vi) Breach of section 5 of the UKMA equity and access policy.

In enforcing these rules and regulations, the UKMA will determine what disciplinary action, sanctions, and/or costs and fines shall be imposed, if any, at a local, regional and/or national level.

The following rules and regulations shall determine the action and responsibility to be taken by the CGDD Officer and the UKMA CGDD Committee, during the administration, investigation, enforcement and mediation of any breach of offences indicated in section 3.

In the absence of any specific provision in these rules and regulations, the UKMA CGDD Committee will determine the appropriate disciplinary action, sanctions, and/or costs and fines to be imposed, as directed by the general principles according to these rules, or failing that, the general provisions of UK law.

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- 2.1 The complaints, grievances, disputes, disciplinary rules and internal appeals procedures shall apply to the following persons, unless otherwise indicated:
- (i) UKMA national 6-a-side team players;
 - (ii) Management and support staff of the UKMA national 6-a-side teams;
 - (iii) Registered contact and/or Chief Executive Officer of an affiliated league provider;
 - (iv) Affiliated league providers, teams, and team captains involved in the play of international competitions operated and/or participated in by the UKMA;
 - (v) Team captains of silver and/or gold affiliated league providers, whose team or team players have incurred a disciplinary fine;
 - (vi) Registered contact and/or Chief Executive Officer of an accredited facility.
 - (vii) Sports Leader who is subject of an allegation regarding the concern or complaint of an affiliated league provider and/or accredited facility of the UKMA towards child protection in small-sided football;
 - (viii) Committee member who is subject of an allegation regarding the concern or complaint of an affiliated league provider and/or accredited facility of the UKMA towards child protection in small-sided football.
- 2.2 Notwithstanding any changes in the rules and provisions of the UKMA, the following are to be excluded from the disciplinary rules, and internal appeals procedures of the UKMA:
- (i) Employment and/or contractual complaints, grievances and/or disputes of a staff member of the UKMA. Any and all such complaints, and/or appeals are to be dealt with at the discretion of the Chairman of the UKMA and/or the relevant employment tribunals in the UK;
 - (ii) Complaints, grievances, disputes and/or appeals of registered league providers of the UKMA who have been rejected and/or excluded as an affiliated league provider. Any and all such complaints, grievances, disputes and/or appeals are to be dealt with at the discretion of the administrative staff of the UKMA and/or the Personal Assistant of the Chairman of the UKMA;
 - (iii) Allegations of child abuse. Such allegations will be referred to the statutory authorities, and dealt with under the provisions of the UKMA Child Protection Policy, with the exception of immediate sanctions against all individuals indicated in 2.1 vi, vii and viii;
 - (iv) Allegations of racial abuse and harassment. Such allegations will be referred to the statutory authorities and dealt with under the process and provisions of the UKMA policy for equity and access;
 - (v) Criminal allegations and offences. Such allegations and offences will be referred to the statutory authorities, for investigation and potential conviction;
 - (vi) Anti-doping matters. All such matters shall be dealt with under the terms of the UKMA anti-doping policy and its associated appeals procedures;
 - (vii) Administration of national events. All such complaints, grievances, disputes and/or appeals concerning the administration of a national event are to be dealt with at the discretion of the Chairman of the UKMA.

3. Offences

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The following offences may be incurred by any and all of the persons indicated in section 2.1.

- (i) Breaches of UKMA disciplinary rules and regulations indicated in section 2;
- (ii) Offensive behaviour to other participants;
- (iii) Offensive behaviour to match officials;
- (iv) Offensive behaviour toward spectators;
- (v) Un-sporting behaviour during and/or immediately before and/or after match play;
- (vi) Dangerous behaviour to other participants;
- (vii) Dangerous behaviour to match officials;
- (viii) Dangerous behaviour toward spectators;
- (ix) Racism;
- (x) Harassment of other participants, match officials, and/or spectators for any reason including age, gender, race, disability, sexual orientation, familial status and/or economic status;
- (xi) Criminal investigation for indictable offences;
- (xii) Criminal investigation that may bring the UKMA into disrepute;
- (xiii) Alcohol or substance abuse;
- (xiv) Any and all violations that may bring the sport of small-sided football into disrepute.

4. Sanctions

The following sanctions will apply to all persons indicated in section 2.1, following a breach of the rules and regulations of the UKMA stated in section 3, unless otherwise indicated.

a. Warning sanctions

The following warning sanctions are to be applied to all persons indicated in section 2.1, excluding any and all persons indicated under section 2.2.iv)

Prior to imposing an immediate sanction, any affiliated league provider of the UKMA, accredited facility of the UKMA and/or responsible employee of the UKMA, may impose the following warnings.

i. Verbal warning

A verbal warning is to be issued by either a responsible person under the employment of the UKMA, or a responsible person under the employment of an affiliated league provider and/or accredited facility, concerning the initial breach of any and all offences indicated in section 3.

ii. Written warning

A written warning is to be issued by either a responsible person under the employment of the UKMA, or a responsible person under the employment of an affiliated league provider and/or accredited facility, concerning the breach of any and all offences indicated in section 3.

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b. Immediate sanction

The following sanctions may be imposed by a responsible person on any person indicated in section 2.1 during an event:

- i. Temporary suspension from a national or international event;
- ii. Permanent withdrawal from a national or international event,
- iii. Permanent ban from participating in a national or international event.

c. Non-Immediate sanction

- i. The UKMA CGDD Committee have the jurisdiction to impose a non-immediate sanction based upon the rules, regulations and procedures of the UKMA;
- ii. Non-immediate sanctions may only be imposed by the UKMA CGDD Committee following a full investigation and consideration of all of the evidence issued in conjunction with the complaint.

The following non-immediate sanctions may be imposed by the UKMA CGDD Committee.

- i. Written reprimand;
- ii. Fine;
- iii. Temporary suspension of an affiliated league provider and/or accredited facility of the UKMA;
- iv. Permanent expulsion of an affiliated league provider and/or accredited facility of the UKMA;
- v. Permanent expulsion of a UKMA national 6-a-side team player, management staff and/or support staff from all future participation and/or attendance at an international small-sided football competition;
- vi. Other.

d. Immediate sanction for child protection:

- i. All Sports Leaders affiliated to the UKMA who are subject to a complaint or concern as detailed in section 2.1 are to be immediately suspended whilst the matter is investigated. S/he may be invited to resume full duties when and if the appropriate internal disciplinary procedures indicated in this document are completed;
- ii. All staff members of the UKMA who are subject to a complaint or concern as detailed in section 2.1 are to be immediately suspended whilst the matter is investigated. S/he may be invited to resume full duties when and if the appropriate internal disciplinary procedures indicated in this document are completed.
- iii. All volunteers of the UKMA who are subject to a complaint or concern as detailed in section 2.1 are to be immediately suspended whilst the matter is investigated. S/he may be invited to resume full duties when and if the appropriate internal disciplinary procedures indicated in this document are completed.

5. Mitigating factors

The following mitigating factors will be taken into consideration by the CGDD Officer and the UKMA CGDD Committee during the consideration of an appeal by a person indicated in section 2.1.

- (i) Age
- (ii) Disability
- (iii) Sincere apology made
- (iv) Remorse
- (v) Gravity of the offence
- (vi) Inappropriate conduct of a match official
- (vii) Any other mitigating factors

Part 2: Internal Appeals Procedures

6.1 Introduction

- 6.1.1 The UKMA respects the rights of all of our affiliated league providers to maintain their independence in the running of individual small-sided football competitions under their control. However, as noted in section 2, the UKMA holds the right to enforce the good governance of small-sided football and disciplinary sanctions on all affiliated league providers and accredited facilities in respect of a breach of the rules and regulations of the UKMA, as dictated in section 2.
- 6.1.2 The following internal appeals procedures as dictated in section 7. shall be applied to all complaints, grievances, disputes, sanctions, disciplinary action and appeals made by an individual, affiliated league provider or accredited facility of the UKMA against another individual, affiliated league provider, accredited facility and/or body of the UKMA, as dictated in section 2.1.
- 6.1.3 In the first instance, all complaints, grievances, disputes, disciplinary offences and actions, sanctions and internal appeals should be handled by the CGDD Committee of a local and/or regional level, unless otherwise indicated.

7. General

The following internal appeals procedures shall apply to all persons indicated in section 2.1.

7.1 Proof

- 7.1.1 The UKMA CGDD Committee shall make its decisions based upon the judgement of physical evidence, or the incident in question, to be proven true and accurate in accordance with the 'balance of probability'.

7.2 Confidentiality

- 7.2.1 All correspondence, judgements, witness statements and physical evidence presented to the UKMA by the complainant, grievant, disputer, appellant or recipient will remain strictly confidential, with the exception of the administration purposes of the UKMA, and referral to the statutory authorities if necessary.

7.3 Minors

- 7.3.1 A parent or guardian should accompany a minor to any hearing
- 7.3.2 A minor who is a complainant, grievant, disputer or a recipient is obliged to be in attendance at all hearings.
- 7.3.3 The National Children's Officer is to be in attendance for all UKMA Complaints, Grievances, Disputes and Disciplinary Hearings in which a minor is to be in attendance.

7.4 Role of the Children's Officer

- 7.4.1 The Children's Officer is to be appointed by the Executive of the affiliated league provider on a local and/or regional Level. The responsibilities of a children's officer in these complaints, grievances, disputes, disciplinary rules and internal appeals procedures are not applicable on a national level and are superseded by the responsibilities of the National Children's Officer.
- 7.4.2 The National Children's Officer is to be appointed by the Chairman of the UKMA.
- 7.4.3 The role of the National Children's Officer in the context of these complaints, grievances, disputes, disciplinary rules and internal appeals procedures is to safeguard the rights of minors in the instigation, commencement, investigation, hearing, appeal and enforcement of any sanctions for complaints, grievances, disputes and/or disciplinary action.
- 7.4.4 The National Children's Officer is to be present for all UKMA complaints, grievances, disputes and disciplinary hearings in which a minor is to be in attendance.
- 7.4.5 The National Children's Officer is to be given notice of any complaint, grievance, dispute and/or disciplinary action, response and subsequent action, where the complaint, grievance, dispute and/or disciplinary action involves a minor.
- 7.4.6 Upon the receipt of the complaint, grievance, dispute or disciplinary action involving a minor, the National Children's Officer is to liaise with the parents or guardians of the minor immediately.
- 7.4.7 The National Children's Officer is not permitted to give evidence or to take a formal role in any UKMA complaints, grievance, dispute and disciplinary hearing.
- 7.4.8 The National Children's Officer is not permitted to sit on the UKMA CGGD Committee.

7.5. Exemption from liability

- 7.5.1 UKMA CGGD Committee members may not be held personally liable for any deeds, actions, decisions or recommendations in regards to complaints, grievances, disputes, disciplinary actions, appeals and referrals.

7.6. Costs and expenses

- 7.6.1 The costs and expenses of the complaints, grievances, disputes, disciplinary rules and internal appeals are to be entirely payable by the affiliated league provider or the complainant, the grievant, the disputer and/or the appellant, with the exception of any individual case for costs and expenses to be decided by the Chairman of the UKMA.
- 7.6.2 The costs and expenses of the services of any other UK sport resolution body are entirely payable by the affiliated league provider or the complainant, the grievant, the disputer and/or the appellant, with the exception of any individual case for costs and expenses to be decided by the Chairman of the UKMA. All parties will be advised of the costs and expenses of the services of all other sport resolution services prior to referral.

7.7 Criminal charges

- 7.7.1 In the case of a criminal charge being brought either against the UKMA by a complainant, grievant, disputer, affiliated league provider or accredited facility of the UKMA, as identified in section 2.2, then the case will be immediately referred to the statutory authorities.

7.8 Suspension pending hearing

- 7.8.1 The UKMA CGDD Committee and the CGDD Officer shall reserve the right to suspend any individual, as identified in section 2.2, prior to the UKMA CGDD Committee hearing, depending upon the gravity of the complaint against them.

7.9 Communication

- 7.9.1 The UKMA will respond to all complaints, grievances, disputes and/or appeals primarily by email.

7.10 Notifications to the UKMA

- 7.10.1 The UKMA must be notified if any person identified in section 2.1 is suspended or banned at any stage during the process. All notifications are to be made by email to the UKMA for the attention of the Personal Assistant to the Chairman of the UKMA.

8. Complaints, grievances, disputes and disciplinary bodies

In all cases, all complaints, grievances, disputes, disciplinary action and/or internal appeals must be dealt with at a local and/or regional level by the affiliated league provider's complaints, grievances, disputes and disciplinary body or the accredited facilities complaints, grievances, disputes and disciplinary body.

The following is a list of the complaints, grievances, disputes and disciplinary bodies who may impose sanctions, costs/fines and/or disciplinary action on any individual indicated in section 2.1 who has committed an offence according to section 3. of these complaints, grievances, disputes, disciplinary rules and internal appeals procedures.

8.1 Responsible bodies

Any of the following may impose warning and immediate sanctions on all persons indicated in section 2.1.

- i. Statutory authorities
- ii. Sports Leader registered to an affiliated league provider or accredited facility of the UKMA.
- iii. Community officer registered to either the statutory authorities or an affiliated league provider of the UKMA.
- iv. Management of the UKMA national 6-a-side team, during a national and/or International event.

8.2 Responsible person

Any of the following may impose warning and immediate sanctions on all persons noted in section 2.1, unless otherwise indicated.

- i. Support staff of the UKMA national 6-a-side teams
- ii. Staff member of the disciplinary administration team of the UKMA.
- iii. League manager of an affiliated league provider, excluding the imposition of sanctions on any persons indicated in section 2.ii, v, vi, and vii.
- iv. Match official of an affiliated league provider, excluding the imposition of sanctions on any persons indicated in section 2.ii, v, vi, and vii.
- v. Match official affiliated to or employed by the UKMA, excluding the imposition of sanctions on any person indicated in section 2.ii, v, vi, and vii.
- vi. Personal Assistant of the Chairman of the UKMA excluding the imposition of sanctions on any persons indicated in section 2.v, vi, and vii.
- vii. CGDD Officer of the UKMA.
- viii. Chairman of the UKMA.

8.3 Complaints, Grievances, Disputes and Disciplinary Committee (CGDD Committee)

- 8.3.1 The following provisions shall apply to all local and/or regional Complaints, Grievances, Disputes and Disciplinary Committees' (CGDD committees') elected by an affiliated league provider or an accredited facility of the UKMA.
- 8.3.2 The UKMA will not interfere with the good governance, election and responsibilities of a local and/or regional CGDD Committee.
- 8.3.3 The regulations, procedures, rights and responsibilities of a local and/or regional CGDD Committee will be decided by their parental body, and subject to the provisions of UK law, where required.
- 8.3.4 Any dispute referred to the UKMA by a local and/or regional CGDD Committee will be referred to the services of an alternative sporting resolution agency under the discretion of the Chairman of the UKMA.
- 8.3.5 All costs of referral to the services of an alternative sport resolution agency, will be made payable by the parent body of the local and/or regional CGDD Committee, at the discretion of the Chairman of the UKMA.

8.4 Complaints, Grievances, Disputes and Disciplinary Officer (CGDD Officer)

- 8.4.1 The UKMA shall appoint a CGDD Officer.
- 8.4.2 The CGDD Officer shall have the following responsibilities:
 - i. To be the recipient of any complaints, grievances, disputes and appeals correspondence, (to be shared with the Personal Assistant of the Chairman of the UKMA as and when required);
 - ii. To administer the receipt, collection and presentation of any and all evidence submitted to the UKMA as part of a complaint, grievance, dispute and/or appeal;

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- iii. To liaise with the Chairman of the UKMA and/or the Personal Assistant of the Chairman of the UKMA as and when required;
- iv. To investigate the case of a complaint, grievance, dispute or appeal. In the case that a complaint, grievance, or dispute involves a potential case of child abuse, then the CGDD Officer is to refer the case immediately to the National Children's Officer of the UKMA;
- v. To refer the complaint, grievance, dispute and/or appeal to the UKMA CGDD Committee provided that the investigation has determined probable cause or guilt against the recipient;
- v. To dismiss a complaint, grievance and/or dispute where after investigation, in the opinion of the CGDD Officer there is no probable cause or guilt against the recipient;
- vi. To decide whether a complaint, grievance, dispute and/or appeal has been made in the correct jurisdiction and the correct timeframes;
- vii. To prepare all documents for the UKMA CGDD Committee;
- viii. To present the case for Disciplinary Offences against a recipient to the UKMA CGDD Committee;
- ix. To maintain a record of the UKMA CGDD Committee.

8.4.3 Where in the case that the CGDD Officer has a conflict of interest regarding the investigation of a complaint, grievance, dispute or appeal, the CGDD Officer is to stand aside from the investigation of the complaint, grievance, dispute and/or appeal, and the Chairman of the UKMA is to appoint another CGDD Officer to investigate the complaint, grievance, dispute or appeal.

8.4.4 The CGDD Officer is not obliged to investigate any complaint made to the UKMA.

8.4.5 The CGDD Officer must confirm the receipt of all complaints, grievances, disputes and/or appeals to the complainant, grievant, disputer or appellant within 14 days of the date of the complaint, grievance, dispute and/or appeal.

8.4.6 The CGDD Officer must notify the result of the investigation of all complaints, grievance, dispute and appeals to all parties within one month of receipt of the complaint, grievance, dispute and/or appeal.

8.5 UKMA Complaints, Grievances, Disputes and Discipline Committee (UKMA CGDD Committee)

8.5.3 The UKMA CGDD Committee shall be appointed by the Chairman of the UKMA, for the mediation and hearing of any and all complaints, grievances, disputes and appeals delivered to the UKMA CGDD Committee by the CGDD Officer.

8.5.4 The UKMA CGDD Committee will not organise mediation or hold a disciplinary hearing for any complaints, grievances, disputes and/or appeals handled in the first instance by the CGDD Committee of a local and/or regional level.

8.5.5 The decision made by the UKMA CGDD Committee is to be regarded as final, in preparation to the application of an appeal.

9. Commencement and disciplinary action

The following procedures are to be applied in immediate effect following the commencement of a disciplinary action, or a complaint, grievance, and/or dispute made against the UKMA by an individual as indicated in section 2.1.

9.1 Disciplinary action

Commencement of disciplinary action may be incurred in the following three ways:

- i. A responsible person or responsible body of the UKMA may issue any sanction as defined in section 4a. and b. onto an individual as defined in section 2.1, with the exception of any persons indicated in section 2.1.iv.
- ii. By the CGDD Officer following the receipt, investigation and approval of a complaint, grievance, and/or dispute by a person indicated in section 2.
- iii. By the Chairperson of the UKMA CGDD Committee, following the report of a breach of rules and regulations of the UKMA as defined in the complaints, grievances, disputes, disciplinary rules and internal appeals procedures document.

9.2 Procedure for the administration of disciplinary fines

The procedure for disciplinary action is to be imposed on disciplinary fines issued by silver and/or gold affiliated league providers only, unless otherwise indicated.

- i. Commencement of disciplinary action against the team captain is to occur immediately upon the registration of a disciplinary fine, offence and sanction by a responsible person.
- ii. The first notification email from the UKMA is to be sent to the team captain within 24 hours of the registration of the disciplinary fine, offence and sanction online.
- iii. The second notification email from the UKMA is to be sent to the team captain exactly one week from the time and date of the first notification email.
- iv. Failing the payment of the fine, exactly one week from the time and date of the second notification email, or any fine payment correspondence with the team captain, the debt payable incurred by the team captain, is to be sent to the UKMA's debt recovery and collection agents.
- v. Failing collection by the UKMA debt recovery and collection agents, the fine imposed upon the team captain, will be referred to the statutory authorities for County Court judgement and collection, as directed by the discretion of the Chairman of the UKMA.

The UKMA respects the rights of all persons indicated in section 2.1 to appeal against any disciplinary fine or sanction issued by a responsible person of the UKMA.

The following internal appeal procedure may be commenced by any team captain, following the payment of a fine, as issued as a disciplinary fine by a silver and/or gold affiliated league provider.

- 9.2.1 Commencement of an internal appeal may only occur following the full payment of the disciplinary fine on the UKMA website, or full payment by cheque, postal order and/or direct debit as instructed by a staff member of the UKMA.
- 9.2.2 The written appeal shall be sent by post to the UKMA for the attention of the CGDD Officer of the UKMA.

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- 9.2.3 For the appeal to be valid, the written appeal shall be made:
- 9.2.4 In writing to the CGDD Officer of the UKMA with full details of the incident in question and applicable witness statements, if available.
 - 9.2.5 Delivered to the CGDD Officer of the UKMA within 14 days of payment of the disciplinary fine in full to the UKMA.
 - 9.2.6 To be made by the team captain, whose team or team player has incurred the disciplinary offence.

For further information on the appeal of disciplinary offences by the team captain, please refer to section 8.4 CGDD Officer and section 12 Appeals.

9.3 Procedure for the commencement of a complaint

The complaints procedure may be commenced following a written complaint made by any person or party to the UKMA.

- 9.3.1 The complaint may be delivered by email for the attention of the CGDD Officer or to the Personal Assistant of the Chairman of the UKMA at office@ukminifootball.co.uk
- 9.3.2 In order to be valid, the complaint shall be made:
 - 9.3.3 In writing to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA with a full description of the incident concerning the complaint, and full contact details for the complainant.
 - 9.3.4 Delivered to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA within 14 days of the incident of the complaint.

Following the appropriate employment of this procedure, the complainant will be responded to by email within two weeks of the date of the complainants email to the UKMA. For further details on the administration, investigation and judgement of a complaint please refer to section 8.4 CGDD Officer and section 11. Complaints, grievances, disputes and disciplinary hearing.

9.4 Procedure for the commencement of a grievance

The grievance procedure may be commenced following a written notification of the grievance made by any person or party to the UKMA.

- 9.4.1 The notification of the grievance may be delivered by email for the attention of the CGDD Officer or to the Personal Assistant of the Chairman of the UKMA at office@ukminifootball.co.uk
- 9.4.2 In order to be valid, the notification of the grievance shall be made:
 - 9.4.3 In writing to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA with a full description of the incident concerning the grievance, and full contact details for the grievant.

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- 9.4.4 Delivered to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA within 14 days of the incident of the grievance.

Following the appropriate employment of this procedure, the grievant will be responded to by email within two weeks of the date of the grievant email to the UKMA. For further details on the administration, investigation and judgement of a grievance please refer to section 8.4 CGDD Officer and section 11. Complaints, grievances, disputes and disciplinary hearing.

9.5 Procedure for the commencement of a dispute

The dispute procedure may be commenced following a written notification of a dispute made by any person or party to the UKMA.

- 9.5.1 The notification of the dispute may be delivered by email for the attention of the CGDD Officer or to the Personal Assistant of the Chairman of the UKMA at office@ukminifootball.co.uk

- 9.5.2 In order to be valid, the notification of the dispute shall be made:

- 9.5.3 In writing to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA with a full description of the incident concerning the dispute, and full contact details for the disputer or disputers.

- 9.5.4 Delivered to the CGDD Officer of the UKMA or the Personal Assistant to the Chairman of the UKMA within 14 days of the incident of the dispute.

Following the appropriate employment of this procedure, the disputer will be responded to by email within two weeks of the date of the disputers email to the UKMA. For further details on the administration, investigation and judgement of a dispute please refer to section 8.4 CGDD Officer and section 11. Complaints, grievances, disputes and disciplinary hearing.

9.6 Procedure for all other internal appeals

The internal appeals procedure may be commenced following a written appeal by any person or party to the UKMA, following any and all sanctions highlighted in section 4, with the exception of disciplinary fines against a team captain.

Note that the procedure for internal appeals does not apply to the appeals against the administration of disciplinary offences highlighted in section 9.2.

- 9.6.1 The appeal must be delivered by post to the relevant CGDD Officer or to the Personal Assistant to the Chairman of the UKMA.

- 9.6.2 In order to be valid, the appeal shall be made:

- 9.6.3 In writing to the CGDD Officer or the Personal Assistant to the Chairman of the UKMA with a full description of the incident of the appeal, any applicable witness statements and full contact details.

- 9.6.4 Delivered to the CGDD Officer or the Personal Assistant to the Chairman of the UKMA within 14 days of the incident, to which the appeal is being claimed.

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Following the appropriate employment of this procedure, the appellant will be responded to by email within two weeks of the date of the appeal. For further details on the administration, investigation and judgement of an appeal please refer to section 8.4 CGDD Officer and section 11. Complaints, grievances, disputes and disciplinary hearing.

10. Mediation

The UKMA acknowledges the need for mediation during the hearing of complaints, grievances, disputes and disciplinary appeals prior to the issuing of non-immediate sanctions. The following clauses will apply to the application of mediation by the UKMA CGDD Committee.

- 10.1 In the first instance, the CGDD Officer may refer all parties to the mediation services of an alternative sport resolution service, for the issue of a complaint, dispute or grievance only, with the express agreement of the Chairman of the UKMA.
- 10.2 The CGDD Officer may advise the UKMA CGDD Committee to refer a disciplinary offence committed by such persons outlined in section 2.1i, ii, iii, v, vi, and 2.1.vii to the mediation services of an alternative sport resolution service if required.
- 10.3 The Chairman of the UKMA holds the right to refuse mediation services, both within the UKMA and the services of an alternative sport resolution service, to any complainant, grievant, disputer and appeal, provided that the Chairman of the UKMA has obtained agreement from the majority of the Executive Board of the UKMA.
- 10.4 The CGDD Officer is to inform the complainant, grievant, disputer and/or the appellant, that they have been referred to mediation within seven days of referral. All further communications, including the arrangement of mediation dates are to be made by the CGDD Officer to the complainant, grievant, disputer and/or the appellant.
- 10.5 All complaints and appeals referred to mediation, by whatever route, are to be formally dealt with in the period of one month from the point of referral. Failing resolution by this date, the complaint, grievant, disputer and appeal is to be referred to the UKMA CGDD Committee by the CGDD Officer for further action.
- 10.6 The mediator is to keep the outcome, correspondence and initial complaint and appeal strictly confidential, with the exception of what is required for administration and mediation charges.
- 10.7 The CGDD Officer is to inform the complainant, grievant, disputer and/or the appellant of the outcome of mediation, and any further action, within 7 days of the final mediation meeting.
- 10.8 All charges for cases referred to either the services of an alternative sport resolution service or internal mediation by the UKMA, are to be made at the discretion of the Chairman of the UKMA, as advised to all parties before the outset of mediation.

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11. Complaints, grievances, disputes and disciplinary hearing

- 11.1 The UKMA CGDD Committee will meet to form a complaints, grievances, disputes and disciplinary hearing with the express consent of the Chairman of the UKMA.
- 11.2 The complaints, grievances, disputes and disciplinary hearing will be the first form of appeal for disciplinary fines following the fulfilment of the procedure stated in Section 9.2.
- 11.3 The complaints, grievances, disputes and disciplinary hearing will take place within the period of one month after a complaint, grievance, dispute or appeal has been submitted to the UKMA CGDD Committee.
- 11.4 The CGDD Officer must contact by post the complainant, grievant, disputer and/or the appellant within fourteen days of a complaints, grievances, disputes and disciplinary hearing being sanctioned. The CGDD Officer will inform the complainant, grievant, disputer and/or the appellant of:
- i. Time and date of the UKMA complaints, grievances, disputes and disciplinary hearing;
 - ii. Declaration that the UKMA CGDD Committee has no interest in the outcome of the meeting;
 - iii. Details of the disciplinary fine, offence, breach of procedure, and all disciplinary actions which have since been enforced;
 - iv. List of all parties;
 - v. List of witnesses to be called;
 - vi. Process of the UKMA complaints, grievances, disputes and disciplinary hearing;
 - vii. Procedures of the UKMA complaints, grievance, disputes and disciplinary hearing, which are applicable to all parties;
 - viii. The rights of all parties;
 - ix. Sanctions enforceable by the UKMA complaints, grievances, disputes and disciplinary hearing;
 - x. Disciplinary actions enforceable by the UKMA CGDD Committee;
 - xi. Confirmation of the documents to hand.
- 11.5 In certain circumstances, the CGDD Officer may designate himself/herself or a CGDD Committee member, to serve as the committee, in the event that the full committee cannot be convened. In such cases, the CGDD Officer or the person designated by the CGDD Officer will have the full powers of the UKMA CGDD Committee.
- 11.6 The UKMA CGDD Committee may convene either an oral meeting or decide the matter on a documents only basis.
- 11.7 The UKMA CGDD Committee shall conduct the hearing in any manner that seems appropriate.
- 11.8 The UKMA CGDD Committee shall have the right to decide the admissibility of evidence submitted to the UKMA, including any and all witness statements, written appeal documents and admissions. The committee shall not be bound by the laws and regulations governing court proceedings in relation to such matters.

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- 11.9 The complainant, grievant, disputer and/or the appellant holds the right to be represented at the complaints, grievances, disputes and disciplinary hearing, by either themselves or a responsible person, and maintains the right to give additional evidence or a verbal statement if required by the UKMA CGDD Committee.
- 11.10 A Children's Officer is to be present at all UKMA CGDD Committee hearings involving parties under 18 years of age, be they complainants, grievant, disputers, appellants or witnesses, and in this regard full permission of the parent or guardian of the individual must be given, before the party can attend the hearing.
- 11.11 In the case of a non-attendance by either the complainant, grievant, disputer and/or the appellant, the UKMA CGDD Committee may either resolve the complaint, grievance, dispute and/or the appeal based on the written documents submitted to the UKMA, or they may re-schedule the hearing based on prior notice of at least 24 hours, and a justifiable reason for the non-attendance. The UKMA CGDD Committee, holds the right to decide whether the reason for non-attendance is justifiable or not, based on individual circumstances.
- 11.12 The CGDD Officer and/or Committee may adjourn or re-arrange the complaints, grievances, disputes and disciplinary hearing at their own discretion. All notice for the re-arrangement of the hearing is to be given to the complainant, grievant, disputer and/or appellant at least 24 hours before the time and date of the hearing.
- 11.13 In the case of a disciplinary action, the CGDD Officer has the responsibility of presenting the case against the recipient.
- 11.14 In the case of a complaint, the complainant has the responsibility of presenting the case against the recipient.
- 11.15 In the case of a grievance, the grievant has the responsibility of presenting the case against the recipient parties.
- 11.16 In the case of a dispute, the disputer or disputers has the responsibility of presenting the case against the recipient parties.
- 11.17 The CGDD Officer, complainant, grievant and/or disputer must have the responsibility of proving the guilt of the recipient at the hearing, beyond any reasonable doubt. The standard for reasonable doubt shall be that the recipient has committed the offence or breach of regulations outlined in section 3, on the balance of probabilities. For this purpose, the CGDD Committee, complainant, grievant and/or disputer may call upon witness statements and documented evidence relating to the complaint, grievance, dispute, disciplinary offence and/or breach of rules.
- 11.18 Facts established in a court of law, where that court has imposed a sanction upon the recipient is to be taken as irrefutable evidence of those facts in a disciplinary hearing.
- 11.19 Prior to delivering final judgement, the UKMA CGDD Committee must take into account any mitigating factors or evidence presented in the hearing.
- 11.20 The UKMA CGDD Committee reserves the right to issue sanctions against the respondent as noted in section 4, following the decisive outcome of the hearing.

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- 11.21 The decision of the UKMA CGDD Committee shall be notified to the complainant, grievant, disputer or the recipient within seven days of the final complaints, grievances, disputes and disciplinary hearing.
- 11.22 The final written appeal will be delivered to the recipient within 14 days of the decision of the UKMA CGDD Committee being made. The written appeal will include notification to the complainant, grievant, disputer or the recipient that they may appeal against the decision of the Committee to the services of an alternative sport resolution service to be decided at the discretion of the Chairman of the UKMA.
- 11.23 All sanctions issued by the UKMA CGDD Committee will remain in force, until the application of appeal by the complainant, grievant, disputer and/or the recipient.

12. Appeals

The appeals procedure may be commenced following the fulfilment of commencement conditions indicated in section 9, and/or the judgement of the UKMA complaints, grievance, disputes and disciplinary hearing outlined in section 11.

- 12.1 The appeal of all disciplinary fines, as outlined in section 3, is to be determined by the UKMA CGDD Committee outlined in section 11. Following the judgement of the hearing, any and all disciplinary actions imposed on the team captain are to be fully enforced, and non-refundable, with the exception of a lowering of the original fine band as decided by the UKMA CGDD Committee.
- 12.2 In the case of a disciplinary fine, the UKMA will regard the matter as closed following the payment of the disciplinary fine and/or the judgement of the UKMA CGDD Committee.
- 12.3 The appeal before the UKMA CGDD Committee shall take place as a fresh hearing, as if the first hearing had never occurred.
- 12.4 The appeal hearing shall follow the procedures set out in section 11 of these complaints, grievances, disputes, disciplinary rules and internal appeals procedures.
- 12.5 The appeal to the UKMA CGDD Committee must be made within 7 days from the date of the initial decision made by the CGDD Officer or a responsible person of the UKMA.
- 12.6 A copy of the notice of appeal shall be sent by post to the UKMA for the attention of the CGDD Officer and the Personal Assistant to the Chairman of the UKMA. The CGDD Officer or the Personal Assistant to the Chairman of the UKMA shall respond within 14 working days by email with the receipt of the notice of the appeal.

13. Referral to the services of an alternative sport resolution service

- 13.1 Any grievance or dispute may be referred to the services of an alternative sport resolution service, with the express approval of the Chairman of the UKMA, provided that all possible forms of resolution available from the UKMA has been exhausted.
- 13.2 Notice of referral of a grievance or dispute to the services of an alternative sport resolution services must be made by post by the Complaints, Grievance, Disputes and Disciplinary Officer or the Personal Assistant of the Chairman of the UKMA seven days prior to the referral.

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- 13.3 All disputes arising out of or in connection with these complaints, grievances, disputes, disciplinary rules and internal appeals procedures shall be referred to an alternative sport resolution service for resolution by mediation in accordance with the alternative sport resolution services mediation rules, provided that the procedures set out in section 10. are fulfilled. If the dispute remains unsolved at the conclusion of the mediation process, the dispute shall be referred to the alternative sport resolution service for final and binding arbitration in accordance with the alternative sport resolution services rules and at the discretion of the Chairman of the UKMA.
- 13.4 All charges for cases referred to the services of an alternative sport resolution service are to be made at the discretion of the Chairman of the UKMA, as advised to all parties before the outset of any mediation and/or arbitration.
- 13.5 The National Children's Officer may be permitted to attend all mediation and/or arbitration meetings arranged by an alternative sport resolution service that require the presence of a minor.