Complaints Policy

Review date: 1 October 2027

1. Purpose

The purpose of this policy is to provide a clear, fair, and transparent process for dealing with complaints raised by members, players, parents/carers, volunteers, coaches, officials, and supporters of the club.

The club is committed to resolving concerns promptly, respectfully, and confidentially wherever possible.

2. Scope

This policy applies to complaints relating to:

- Club activities and events
- Coaching and training sessions
- Matchday conduct
- Club officials, volunteers, and members
- Communication and administration
- Welfare and safeguarding concerns (see Section 8)

This policy does not replace any disciplinary or safeguarding procedures operated by the relevant football association.

3. Principles

The club will ensure that:

- Complaints are treated seriously and fairly.
- All parties are treated with dignity and respect.
- Complaints are handled confidentially where appropriate.
- No person suffers victimisation for making a genuine complaint.
- Complaints are investigated impartially.

4. Informal Resolution

Where appropriate, concerns should first be raised informally with the relevant coach, team manager, or club official.

Many issues can be resolved quickly through discussion without the need for a formal complaint.

5. Formal Complaints Procedure

Step 1: Submit a Complaint

Complaints should be made in writing to the Club Secretary or designated Complaints Officer within 28 days of the incident where possible.

The complaint should include:

- Name and contact details
- Date and details of the incident

- Persons involved
- Any witnesses
- Desired outcome

Step 2: Acknowledgement

The club will acknowledge receipt of the complaint within 7 days.

Step 3: Investigation

The club will:

- Review the complaint.
- Gather relevant information.
- Speak with individuals involved where necessary.
- Maintain confidentiality throughout the process.

Step 4: Decision

A written response will normally be provided within 21 days of receiving the complaint.

The response will include:

- Findings of the investigation
- Any action taken
- Next steps where appropriate

6. Appeals

If the complainant is dissatisfied with the outcome, they may submit an appeal in writing within 14 days of receiving the decision.

The appeal will be reviewed by club officials not previously involved in the matter where possible.

The appeal decision will be final within the club's procedures.

7. Record Keeping

The club will maintain a secure record of:

- Complaints received
- Investigations undertaken
- Outcomes and actions taken

Records will be managed in accordance with applicable data protection requirements.

8. Safeguarding Concerns

Any complaint involving:

- A child or young person
- Abuse or neglect
- Bullying
- Discrimination
- Harassment
- Welfare concerns

Must be reported immediately to the Club Welfare Officer and handled in accordance with Football Association safeguarding procedures.

Where necessary, matters will be referred directly to the relevant Football Association, local authority, or statutory agency.

9. Confidentiality

Information relating to complaints will only be shared with those who need it to investigate and resolve the matter.

All individuals involved are expected to respect confidentiality throughout the process.

10. Monitoring and Review

This policy will be reviewed annually by the club committee to ensure it remains effective and compliant with current football governance requirements.

Policy Approved By: Dale McIntosh
Position: Chairperson
Date Approved: 11 October 2026