



Fawley Falcons Youth Football Club Complaints Procedure



1. Introduction

Whilst every effort is made to ensure that a youth/mini soccer football experience is hopefully trouble free, fun and enjoyable there may be times when problems do occur. This is why there is a requirement to have both informal and formal procedures to facilitate problem solving in the Youth Football Club environment.

2. Grievance & Complaints Procedure

The grievance/complaints procedure applies to all Club Members, Officials and Players as soon as they join the football Club and coincides with the respective Codes of Conduct. At any meeting under the complaint's procedure, a person may be accompanied by another Club Member, a Club Official or a supporting person. Similarly, the Club may have another person present. If the problem is not personal or urgent, but may have wider application, the person may wish instead to raise their problem with a Team or Club Official. Alternatively personal complaints and grievances are sometimes best resolved informally with the respective Team Manager, and you may wish to try this before initiating a formal grievance.

3. Raising a Grievance

You should, in the first instance, approach your respective Team Manager (or a Club Official if the grievance is against the Manager) and notify them that you are raising a grievance/complaint. You must provide to your Team Manager or Club Official (normally the Club Secretary) a written statement (either hard copy or Email) explaining your grievance and the basis of it. All relevant points should be clarified in the statement. You will normally then be invited within 14 days of presenting the grievance to attend a meeting to discuss it. You must take all reasonable steps to attend the meeting. Unless further investigation is required following the meeting, you will be advised in writing of the outcome within 14 days or as soon as practicable after that. During an investigation if for some reason there is a delay in establishing outcomes for whatever circumstance all parties will be informed in writing by lead person responsible for heading the investigation.

a. Parent/Player complaint

- i. Any formal complaint raised by either a parent or a player regarding another parent, player or Club Official should normally be addressed to the Manager of that age group in the first instance who will endeavor to resolve the complaint. If the complaint concerns the age-group Manager themselves, clause iv. below applies.
- ii. If the Manager does not feel able to deal with the complaint internally, then the complaint will be dealt with by the Club Management Committee.
- iii. In some cases, if the Management Committee feels that the complaint to be of a serious nature then advice may be sought from a League Official or from the CFA Office.
- iv. If the Parent/Player is not satisfied with the decision of the Manager, then details of the complaint should be made, in writing, to the Secretary who will convene a Meeting of the Management Committee within (where possible) 14 days to attempt to resolve the complaint.

b. Manager's Complaint

- i. If the Manager has an issue with a Player which they have been unable to resolve through discussion between themselves then that player's parents or guardians will be informed.
- ii. If a problem arises with a Parent, then the Manager will normally seek to initially address the individual concerned.
- iii. At all times the Manager will endeavor to speak with either parent or player confidentially.
- iv. If the Manager does not feel able to deal with the complaint, then the matter will be dealt with by the Club Management Committee.
- v. In some cases, if the Management Committee feels that the complaint to be of a serious nature then advice will be sought from the respective Youth League or The County FA Ltd.
- vi. Any formal complaint regarding an opposing team must be immediately reported by a member of the Management Committee (Club Secretary if perceived misconduct or Club Welfare Officer if deemed a Safeguarding or Welfare matter) who will discuss and, if they feel it is appropriate, forward this matter to the Youth League or The County FA Ltd.



- c. **Committee Complaint**
- i. If, at any time, a complaint is made against a Committee Member then this matter must be dealt with by the Chairman.
 - ii. In some cases, if the Chairman feels that the complaint to be of a serious nature then advice will be sought from other key committee members, a League Official or The County FA Ltd.
 - iii. If the complaint is against the Chairman, then the matter will be dealt with by the rest of the Management Committee.
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- d. **Other Party Complaint**
- i. If any complaint is received from persons who are not Club Members (i.e. League Official, opposing teams, members of the public etc.), then it will be referred by the Secretary to the individual concerned for an explanation of events leading to the complaint.
 - ii. This explanation should be made, in writing, to the Secretary within 48 hours.
 - iii. The Secretary will convene an Emergency Meeting of the Committee to ensure that the Club is able to respond to the complaint within the necessary time scale required by the League or the complainant.
- e. **Complaints Involving Child Safety/Welfare**
- i. Complaints of a sensitive nature involving allegations of Child Abuse/Child safety, or any Child concerns must be brought to the attention of the Child Welfare Officer (CWO) in the most confidential manner by either a verbal or written communication.
 - ii. Should an issue be raised in the form of verbal communication it must be followed up in writing within 48 hours. No other club members or committee members are to be informed. The (CWO) will decide what action is to be taken based on the information received by the complainant.

If, at any time, any person involved with the Club has a concern regarding the safety of any child they are encouraged to speak with the Child Welfare Officer in the strictest of confidence and no other party. Complaints of this nature will be dealt with under the direction of the (CWO) who may if required consult with senior Management Committee.

Signed

Paul Dyer
Chairman
Fawley Falcons Youth Football Club
Date: February 2022