



Fishburn Community Football Club Complaints Procedure

Introduction

Fishburn Community Football Club is committed to providing a safe and enjoyable environment for all members of the club. However, if you have a complaint or concern, we want to hear about it. This procedure explains how to make a complaint, what you can expect from us, and what we expect from you.

Types of Complaints

We consider complaints to be any expression of dissatisfaction about any aspect of the club, including:

- The behaviour of club officials, coaches, players, or other members
- The facilities or equipment provided by the club
- The activities or events organised by the club
- Any other matter related to the club

Making a Complaint

If you have a complaint, please follow these steps:

Speak to the person involved, if possible, and try to resolve the issue informally.

If the issue cannot be resolved informally, or if you do not feel comfortable speaking to the person involved, please submit a written complaint to the club secretary. The complaint should include:

Your name and contact details

A clear and concise description of the complaint

The date, time, and location of the incident (if applicable)

You can submit your complaint via email, post, or in person. The club secretary will acknowledge receipt of your complaint within seven days.

Complaints Procedure

Once a complaint has been received, the club will follow this procedure:

The club secretary will investigate the complaint and may seek additional information from the parties involved.

The club secretary will respond to the complainant within 14 days, either by providing a resolution or an update on the progress of the investigation.

If the complaint cannot be resolved within 14 days, the club secretary will inform the complainant of the reason for the delay and provide an expected timeframe for resolution.

Once the investigation is complete, the club secretary will inform the complainant of the outcome and any actions taken as a result of the complaint.

Appeals Procedure

If the complainant is not satisfied with the outcome of the complaint, they may appeal the decision by submitting a written appeal to the club chairman within 14 days of receiving the outcome. The appeal should include:

The reasons for the appeal

Any additional information or evidence to support the appeal

The desired outcome of the appeal

The club chairman will consider the appeal and may seek additional information from the parties involved. The club chairman will respond to the appeal within 14 days, either by upholding the original decision or providing a new resolution.

Record Keeping

All complaints and appeals will be recorded and kept confidentially in accordance with data protection legislation.

Review

This complaints procedure will be reviewed annually to ensure it remains effective and up-to-date.

We hope that all complaints can be resolved quickly and amicably. However, if you are not satisfied with the outcome of a complaint, you may refer the matter to the relevant external authority or governing body.