

ROCK SPORTS YOUTH FOOTBALL CLUB

CLUB COMPLAINTS PROCEDURE – ADULT MIXED TEAM

This process should be used in the event of a safeguarding, welfare or safety issue / concern being raised. This process can be used by a player, supporter or team / club official. All complaints will be treated with the strictest of confidence, you may be required to attend hearings to ensure a full understanding of the issue raised.

The individual should report the grievance either in writing or verbally to the Adult Welfare Officer or their nominated deputy. The individual should keep everything factual in terms of the incident and not pass judgment in their reporting of the alleged incident.

1. The report should include:

- Details of what, when and where the occurrence took place.
- Any witness statement and names.
- Names of any others who have been treated in a similar way.
- Details of any former complaints made about the incident, date, when and to whom made.
- A preference for a solution to the incident.

2. The Club Welfare Committee (Adult and Child Officer) will sit in private, review the evidence and determine a way forward – further investigation maybe required. All decisions will be communicated verbally and in writing to the individual(s). Any subsequent disciplinary actions against any person(s) will be subject to the Club Disciplinary Procedure.

3. An appeal can be made to the Club Chairman (or Vice Chairman) and Club Secretary. The individual(s) should provide details of the original issue / incident and the particular grievance relating to the original decision. If required a face to face meeting will be held between the individual, Chairman and Club Secretary. The decision of any appeal will be made in writing, up to 7 days after the hearing. The decision of the Club Chairman and Secretary will be final.

Safeguarding policies can be found on the club website:

www.rocksportsfc.co.uk