

COMPLAINTS PROCEDURE

In the event that any youth member, adult member or parent/guardian feels that he or she has suffered discrimination, experienced or witnessed something of concern or that the Club's Policies, Rules or Code of Conduct has been broken and this cannot be resolved with the team coach they should report the matter to the Club via the below contacts:

Chairperson	Paul Mason	paulm.arfc@gmail.com
Secretary	Calum Newman	secretary@abbeymeadroversfc.com
Youth Secretary	Charlotte Smith	youth.secretary@abbeymeadroversfc.com

In some cases, the Club are obliged to forward on complaints to the Gloucestershire FA for investigation and resolution. When this is the case, the Club has no jurisdiction over the process or outcome. For cases not handled by the Gloucestershire FA, the Club will follow the procedure outlined below.

Frontline Resolution

For issues that are straightforward and easily resolved, requiring little or no investigation, a private word to the Team Coach or other Club Official might remedy the issue or concern that has arisen. This is not to undervalue minor concerns, rather in some instances a remedy can be decided upon quickly and to the satisfaction of all (an apology, explanation or other action). The Club would expect the issue to be resolved within **one week** and The Coach or Club Official is required to report to the Chairperson the concern and resolution offered so that this can be agreed and recorded.

More Serious Concerns

There is always the potential for more serious concerns to arise that require a more significant intervention. In these instances, a more formal process is required so that the club can both record and address the issue or concern. Where a serious concern arises, this should be reported to a member of the Club Committee listed above who are required to pass this concern onto the Chairperson of the Club.

Complaints must be submitted within seven days of the incident occurring where possible and should contain the following information:

- Statement of incident (Including date, approximate time and place of incidence)
- Names of those involved in the incident and any others who were party to the incident

Once reported, The Chairman and committee are responsible for the investigation of the major concern and for applying the following guiding principles:

- The Complainant should be asked to make their complaint in writing to the Chairperson detailing their complaint, and how they can be contacted so the Club can keep them informed of progress or their complaint;
- That the Club will remain in contact with the Complainant and deal with the complaint constructively;
- The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint and that this should not be more than 5 days from receiving the complaint;
- That The Club will investigate the complaint and respond to the complaint within 30 days of receipt (either with a proposed resolution, or details of further actions to be taken);

- That The Club will investigate the complaint by looking at what might have gone wrong and/or what needs to be done to rectify the cause of the complaint. The Club will also assess whether someone has suffered any injustice, and what remedy would be fair and proportionate in the circumstances;
- The Club will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines;
- Where the complaint indicates a law may have been broken, the Club will inform the relevant statutory authority;
- Complaints that have a general significance across the Club might necessitate wider consultation, (e.g. selection process for matches) which might have implications for the interests of Parents, Youth Members and Coaches but from different perspectives, and therefore involve wider consultation and perhaps even discussion by the Club Committee;
- Sensitive complaints may need to be dealt with confidentiality, e.g. those that involve a Safeguarding context will involve guidance from **Sallie Lavis, Club Welfare Officer**.
- The committee reserves the right to suspend the membership of any person found to have broken the club policies, Code of Conduct or for any other reason they feel is detrimental to an individual or the Club as a whole.

Abbeymead Rovers FC has the ethos that learning from something that has gone, or is going wrong, and putting right mistakes, is paramount. Seeking to hide mistakes is counter to the wider interests of the Club, It's Members and Volunteers and therefore any investigation should be open, fair and respectful to all concerned.

