



COMPLAINTS PROCESS





INGLEMIRE AFC COMPLAINTS PROCESS

Despite our best efforts to create a positive and supportive environment for all our members, there can be occasions where things go wrong and individuals can become unhappy with how the way certain aspects of the Club or Teams are being run. In such situations, it is essential that our members have a formal complaint process to follow.

Our club takes complaints very seriously, and we have established a process to ensure that all complaints are dealt with quickly, fairly and effectively ensuring that any issues can be addressed and resolved in a fair and transparent manner, rather than being ignored or allowed to escalate into more serious problems.

Throughout the whole complaint process, it's important to remain composed and professional, even if you're feeling frustrated or angry. Remember that the volunteers you're dealing with are unpaid and are doing their job for fun. Getting emotional or aggressive will not help your case and may only escalate matters further.

First Steps

Our complaints process involves members first speaking with their Manager/Coach of the team in order to get their concerns heard. This informal process is a valuable first step towards resolving any issues that may arise.

If these initial attempts are unsuccessful, you can escalate your complaint to a higher level within the Club. This will involve contacting a member of the Clubs Executive Committee. This can be done in two ways - Verbally or Written depending on how serious you deem the complaint. (Complaints about Safeguarding/Welfare U18's must be written to the Clubs Welfare Officer)

The Contact information for the Clubs Executive Committee including the Welfare Officer is published on our Clubs website www.Inglemireafc.com

De-escalating the situation

Once the club receives a complaint, then the complainants access to our Social Media channels will be revoked including Facebook, Team WhatsApp Groups etc. This is done to stop any accusations (He said/She Said) in public forums, which could bias any pending Club investigations into the complaint.

Depending on the seriousness of the complaint, Parents/Spectators/Players/Volunteers may be asked not to attend football training, matches or our training facilities until the complaint has been dealt with in the appropriate manor.



**ENGLAND
FOOTBALL**
ACCREDITED CLUB ★



VERBAL COMPLAINTS

The duration of a verbal complaint is typically quicker to resolve with both parties, and the club aims to resolve these within seven days where possible. **(Committee Members have real jobs outside of Football, which must take priority of volunteer work)**

When the club receives a verbal complaint.

0-7 Days - Complaint Fast Track

WE MAY

- We may ask for additional evidence to collaborate the complaint.
- We may ask the complainant to make the complaint formal in writing, escalating the verbal to a written complaint.
- We may speak to witnesses about any incidents to understand the situation leading up to the complaint.

WE WILL

- Notify all parties named in the verbal complaint of any allegations made.
- Discuss the content of the complaint with the Executive/Management Committee, and decide on any agreed actions to be followed.
- Notify both parties of the outcome and inform them of any further actions.

RIGHT OF APPEAL

- There is no formal appeal process for verbal complaints. The agreed outcome is final.
- If the complainant is unhappy with the outcome then a written formal complaint should be started.
- Members are reminded that there are no player contracts, ultimately if issues are not able to be resolved to the complainants satisfaction, they can simply cancel their monthly subscription return any outstanding Club owned kit and walk away from the Club.
- Likewise, if we feel that issues can not be satisfactory resolved between the Complainant and the Club, we are within our rights to remove the complainant from the Club with immediate affect.



WRITTEN FORMAL COMPLAINTS

The duration of a Written Formal Complaint is typically a longer involved process and the club aims to resolve these within Twenty Five days where possible. **(Committee Members have real jobs outside of Football, which must take priority of volunteer work)**

Depending on the seriousness of the Complaint it may be necessary to suspend a Club Volunteer pending the completion of the investigation. **(This is done as part of the standard process and does not indicate any wrong doing)**

When the club receives a formal written complaint.

0-7 Days - Complaint

WE WILL

- Notify all parties named in the verbal complaint of any allegations made.
- Create a time-line of events to understand the complaint
- Notify the Club's Management committee of the accusations. **(Ask for adjudicators x2)**
- Ask the complainant to provide;
 - Clear and concise details of what, when, and where the occurrence took place.
 - Any witness statements and names, dates and times.
 - 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 which the Complainant feels adequate.

WE MAY

- Pass the Complaint onto ;
 - County FA Safeguarding Officer for Investigation
 - The Police for investigation



7-14 Days - Response

WE WILL

- Notify the defendant of the Complaint
- Ask the defendant to respond in writing to the formal complaint, with any evidence and circumstances about the incidents.
- Create a time-line of events and documented correspondence.

14-20 Days - Review

WE WILL

- Review both parties, correspondence, supporting or mitigating circumstances and evidence.
- Decide if any Club Policies, Rules or Code of Conducts have been broken.
- Decide on the outcome of the complaint.
- Review and update any of our internal processes and procedures to ensure any bad practice is removed.

WE MAY

- Hold a conciliation meeting with all parties to discuss actions and way forward.
- Inform all parties of a delay to the Complaints procedure, due to availability of key volunteers.
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20-25 Days - Outcome

WE WILL

- Notify both parties of the outcome of the complaint and any further actions taken by the Club



Right of Appeal

25-35 Days - Optional Appeal

Both Parties have the right to one appeal, presided over by a management committee member who has had no involvement with the complaint. This is done to ensure impartiality.

The notice of appeal should be made in writing, within 2 days of the outcome of the Complaint, any appeal notification received after this time limit will not be accepted and the original outcome will stand. **(The right to appeal has expired and will not be processed.)**

During an appeal the Management committee member will review all correspondence, supporting or mitigating circumstances and evidence and reach their own outcome following a review.

The outcome will be communicated to both parties and will be final, and no further rights to appeal given.

Following the appeal outcome, the Complaint will be closed and kept on record.

If the complaint is quashed, then any future complaints relating to this complaint will not be processed.

The Executive Committee has the power to

- No Case to Answer
- Verbally warn as to future Conduct
- Provide a written warning as to future conduct
- Suspend from Club Membership for a period of time
- Remove from Club Membership
- Remove Parent/Player from Club Membership
- Inform The County FA of Result of the Complaint

Members are reminded that there are no player contracts or upfront Club sign on fees. Ultimately if issues are not able to be resolved to the complainants satisfaction, they can simply cancel their monthly subscription return any outstanding Club owned kit and walk away from the Club.

Likewise, if we feel that issues can not be satisfactory resolved between the Complainant and the Club, we are within our rights to remove the complainant from the Club with immediate affect.

