Anchorians FC Complaints Procedure

I have a concern/ complaint Informal issue

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.



For example, it may be some aspect of Club Policy has not been fully understood by a parent, or incorrectly applied by a Coach, or The Club policy itself is unclear or contradictory.





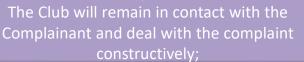
Where a serious concern arises, this should be reported to a Club Official who is required to pass this concern onto the Welfare Officer & The Chairperson. Once reported, The Chairperson & Welfare Officer are collectively

responsible for the investigation of the major

concern.



The Complainant will be asked to make their complaint in writing to the Welfare Officer & Chairperson detailing their complaint, and how they can be contacted so The Club can keep them informed of progress of their complaint;





The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint, this should not be more than 5 days from receiving the complaint.



Sensitive complaints may need to be dealt with confidentially (e.g. that involve a Safeguarding context) and include guidance from specific Officers of The Club, e.g.
Respect Officer or from The FA;
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, its Members and Volunteers and therefore any investigation should be open, fair and respectful to all concerned.



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 and perhaps even discussion by The Club Committee;



The Club will investigate the complaint and respond to the complaint within 20 days of receipt (either with a proposed resolution, or details of further actions to be taken);
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;