

## COMPLAINTS POLICY

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Ashington Town FC will follow the official FA guidelines when dealing with complaints against any person or persons where a child welfare issue may have occurred

All concerns about safeguarding will be dealt with by the clubs welfare officers

This policy ensures complaints are dealt with effectively and in a timely manner in relation to a person who feels discriminated against or has a grievance with any other club member regarding a breach in club membership, general rules or code of conduct.

The club will only investigate official complaints where notice is received in writing and the procedure laid out below will be followed. This enables the executive committee to deal effectively with any issues timely and effectively.

All complaints will be dealt with in the strictest confidence

### WHAT TO DO IF YOU HAVE A COMPLAINT

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Report your concerns within 24hrs to the team manager or if you prefer to the club secretary who will pass on to the club welfare officer. This may be done verbally initially, however you must then deliver a written report by E.Mail, post or hand to the club secretary within 5 days of the incident taking place.

#### The written report must:

- Include your name, address and contact number
- Include the WHO, WHAT, WHERE and WHEN
- Stick to the FACTS of the alleged incident
- Name any witnesses who may substantiate the claim

#### To ensure the complaint can be dealt with fairly and impartially, please:

- Do not include personal opinion
- Do not include gossip, views or comments from third parties
- Do not discuss your complaint in general conversations with others
- Do not approach, discuss or attempt to contact the accused

### WHAT WE WILL DO ONCE A FORMAL COMPLAINT HAS BEEN MADE

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- 1) Any communication will be in the strictest confidence
- 2) Acknowledgement of your complaint within 24hrs of receipt
- 3) Invite a response from all the parties concerned if applicable
- 4) The executive committee will meet up within 10 days of receipt of all correspondence
- 5) Advise all parties of the executives committees decision, and of any action