



## **Gillingham Town Youth Football Club Complaints Policy**

### **Purpose of policy**

In the event that any player, parent/carer, Club, FA official or coach feels that they have suffered discrimination, experienced or witnessed something of concern or that the Club's policies, rules or Code of conduct have been broken, this policy explains the complaints procedure available.

### **Frontline resolution**

For issues that are straightforward and easily resolved requiring little or no investigation, a private word to the team coach/manager or other club official might remedy the issue of concern that has arisen.

This is not to undervalue minor concerns; in some instances a remedy can be decided upon quickly and to the satisfaction of all – perhaps an apology, explanation or some other action.

The “Frontline” person, e.g. coach or other club official should report the concern and its resolution to the Club Chair and/or Secretary so that changes may be made to policies or procedures if appropriate.

### **More serious concerns**

The following procedure will be followed when a complaint is raised that cannot be dealt with by an informal or frontline resolution.

- The complainant will be asked to make their complaint in writing either to the Club chair or Secretary. The complainant should give as much detail as they can and provide a means of contact so the Club can keep them informed of action taken;
- The complainant will receive timely confirmation by their preferred method of contact that the club had received and is reviewing their complaint;
- The Club will investigate the complaint in an objective and constructive manner and aim to respond to the complainant in a timely manner either with a proposed resolution or further action to be taken;
- The Club will consider whether to consult with or inform Dorset County 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 may necessitate wider consultation and will not be resolved until the consultation is concluded;
- Sensitive complaints will be dealt with in confidence and may require guidance from Dorset County FA officers to resolve the issue;
- When all appropriate investigations have taken place, a decision will be made as to actions required and the complainant will be informed of the outcome.