



Wrekin Juniors Football Club

Affiliated to the Shropshire FA Established July 1998



Complaints Policy

Introduction

We aim to offer a welcome to each individual player and family and to provide a safe and caring environment within which all players can develop. We believe players and parents are entitled to expect courtesy and consideration. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our club at any time.

We believe that complaints that are made constructively can be resolved at an early stage. It is our intention that complaints be resolved as quickly and as informally as possible. We also believe that it is in the best interests of the club and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

Making Your Concerns Known

Any parent or player who is dissatisfied about any aspect of the club, for any reason, please talk to us about your concerns. At first it is usually best to talk over any issues with your Team Manager.

If the issue is not resolved, or if communication between you and the manager breaks down, you should contact our Welfare Officer. The Welfare Officer will assess whether there has been a breach of the Code of Conduct and take appropriate action. This may include advising you of any further action you may take and possible consequences of those actions.

If you are still not satisfied, or the problem recurs, you can make a formal complaint in writing to the Club Secretary. The Club Secretary will then convene a meeting of the Complaints and Disciplinary Sub Committee to assess the complaint and put forward appropriate actions. It will help if you state what you would like to happen to improve the situation.

However, if the complaint is still not resolved to your satisfaction, you can contact the Club Chairman.

If an agreement cannot be reached, you can invite an external mediator who is acceptable to both parties, to listen to both sides and offer advice.

A mediator has no legal powers but can help to clarify the situation. The mediator will help define the problem and review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussion confidential. He/she will meet with the club if requested and will keep an agreed written record of any meetings that are held and of any advice that he/she has given.

Complaints and Disciplinary Sub-Committee

1. The Complaints and Disciplinary Sub-Committee meetings will comprise of five members from a register of an unlimited number of volunteers who are members of the Executive Committee.
2. The Complaints and Disciplinary Sub-Committee shall only meet on an “as and when” necessary basis.
3. No Complaints and Disciplinary Sub-Committee member who has an interest or connection with the person or persons making the complaint or the person whom the complaint is against shall take part in the hearing of that complaint.
4. If a complaint is made it will be treated as confidential and only those involved on that grievance shall be involved.
5. The findings and disciplinary recommendations of the Complaints and Disciplinary Sub-Committee shall be accepted by the Club without question. The matter is only to be taken further if the complainant is not satisfied.
6. All complaints should be resolved within one calendar month of receiving complaint and a formal response within two calendar months.
7. Records will be kept of all communications in regards to a complaint and may be used to support any further action.