



# Club Complaints Procedure

Version: 1.0  
Date Approved: 8 November 2023  
Date Issued to Managers/Coaches: 12 November 2023  
Written by: Mark Jackson



## Introduction

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally. It is the policy of Somersall Rangers Football Club to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

## Informal Procedure

- Discuss the complaint with the aggravator and seek a resolution as soon as practical.
- Talk directly face to face.
- Avoid emails.
- Where no satisfactory solution is possible, initiate a formal Grievance procedure.

## Formal Grievance Procedure

In the event that any Coach, Parent, Carer or Player feels that they have suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct (RESPECT) have been broken they should follow the procedures below:

They should report the matter to a members of the Committee as soon as practicable. The report should include: -

- Details of what, when and where the occurrence took place (alleged issue)
- Any witness statement(s) and names
- 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.

The Club's Management Committee will sit for any hearings that are requested. A Grievance Panel will be formed consisting of three members of Somersall Rangers Football Club Committee and follow the process below: -

- The Grievance Panel will formally respond to the grievance and if necessary request further information.
- A Grievance hearing involving all interested parties will be called, where all sides can put their case forward.
- Having heard all sides of the argument, the Grievance Panel will make a decision on how best to resolve the complaint This decision will be communicated to all interested parties.
- Decisions on all grievances will be made within two weeks of the formal procedure being initiated.
- The decision of the Grievance Panel is binding and no appeal is allowed.



The Club's Management Committee will have the power to:

- Warn as to future conduct.
- Suspend from membership.
- Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.

We Only Do Positive



## Contact Information

Further advice on Safeguarding matters can be obtained from:

Somersall Rangers Football Club Welfare Officer

**Mark Jackson**

Contact Number: 07429 604 273

Email: [somersallcwo@gmail.com](mailto:somersallcwo@gmail.com)

Derbyshire County Football Association's Safeguarding Team

8 & 9 Stadium Business Court

Millennium Way

Pride Park

Derby

DE24 8HP

Contact Number: 01332 361 422

Email: [safeguarding@derbyshirefa.com](mailto:safeguarding@derbyshirefa.com)

The Football Association

[www.TheFA.com/football-rules-governance/safeguarding](http://www.TheFA.com/football-rules-governance/safeguarding)

Emailing – [Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com)

The FA Safeguarding Children general enquiry line 0800 169 1863

We Only Do Positive