



## **Complaints Policy**

Ashill Community Football Club recommends Parents/Guardians to communicate and complain constructively with their team coach. Approaching the complaint this way will lead to one of the following:

- The complainant and team coach resolving the issue successfully
- The complainant and the team coach agreeing that the issue needs to be raised with another member of the club
- The complainant and the team coach agreed that the issue needs to be raised as a formal complaint to the Club Welfare Officer.

If the complaint cannot be communicated with a team coach then we ask it is forwarded to our Club Welfare Officer as a formal complaint. Complaints are to be emailed to [ashillcfc.welfareofficer@gmail.com](mailto:ashillcfc.welfareofficer@gmail.com)

Any reports made to the Club Welfare Officer should include the following:

- Details of what, when and where the occurrence took place.
  - Witness statements and names.
- Details of any previous complaints that have been made, including the date and time.
  - How the complainant feels the issue should be handled/resolved
    - The complaint will need to be dated and signed.

The Club Welfare Officer will create an independent panel which will consist of coaches and parent representatives where possible. They will listen and evaluate the complaint that has been made. They will then reach an agreement on the course of action to take. This will be communicated back to the club committee as well as to the complainant.

All records of complaints shall be kept by the Club Welfare Officer.

Confidentiality shall be regarded at all times throughout the complaints process.