



COMPLAINTS & PROCEDURE

Coed Darcy Football Club

Implemented: June 5, 2024

Authorized by: Wayne Davies Safeguarding Officer (C.S.O)

Our Policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Coed Darcy Football Club knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely manner.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve our procedures.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Coed Darcy Football Club.

Dealing with complaints – initial concerns (informal process)

CDFC takes informal concerns seriously with the hope of the concern not developing into a formal complaint. However, formal complaints should always follow the complaints procedure.

Recognising an error and apologising (without prejudice) where necessary may result in a swift and satisfactory resolution.

If a concern or complaint has been made, a member of the committee will telephone the complainant to gain greater clarification of the situation or in some cases it may be that the complainant wishes to request a meeting with a committee board member. Any such request should be made via the club C.S.O., preferably in writing. The request will need to include sufficient details to allow the C.S.O. to decide whether a meeting is necessary, who should be asked to attend the meeting, and to make any necessary preparations.



Any person, player, or member may make a formal safeguarding complaint at any time by putting the complaint in writing to the club.

Complaints should go to either the C.S.O. or to the Club Secretary.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

The person handling the complaint within a week should acknowledge all complaints. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaint procedure should be attached to that response.

Ideally complainants should receive a reply within 7 days and a definitive reply within 4 weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Dealing with safeguarding complaints – formal procedures

The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. The request for a formal referral should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The complainant should be asked to clarify their complaint by putting it in writing and advised to clearly identify the nature of the complaint, including examples of poor practice; details of those involved; dates; times and the venue where the incident(s) occurred if at all possible.

The C.S.O. is the member of staff that has responsibility for the management of the clubs safeguarding complaints procedure. The C.S.O. may call together a panel of appropriate people to deal with any formal complaint which is made.

The Safeguarding Officer would not be included at this stage as they may be required to have a role in any appeals procedure.

Any member of the committee cited in a complaint, must not be the person to whom a written complaint is passed to deal with.



Resolving Complaints

CDFC will keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

An apology

An explanation

An admission that the situation could have been handled differently

An assurance that the event complained of will not happen again

An explanation of the steps that have or are to be taken to ensure that it will not happen again

An undertaking to review club policies, in light of the complaint

All the above **MUST** be recorded.

It is helpful if complainants are encouraged to state what actions they feel might resolve the problem at any stage. An admission that the club could have handled the situation better is not the same as an admission of negligence.

An effective procedure will identify areas of agreement between parties. It is also of equal importance to clarify any misunderstanding that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues

It is important to note however, that should a complainant raise an entirely new, separate complaint, it must be responded to in accordance with this complaint procedure.

The Club should ensure that those staff or committee members involved in dealing with the complaints process, should have received appropriate training for the role.



Selecting the most appropriate procedure

Any initial approach may have the potential to develop into a complicated complaint. For that reason, it is very important to follow the appropriate procedure from the outset, so that the interests of the individuals may be safeguarded in order to seek a resolution as quickly as possible.

All complaints or concerns and outcome will be recorded. All staff should inform the C.S.O. of any incidents as there may be a reoccurrence in the future and it is helpful for the C.S.O. to have background information.

Appeals

The complainant shall have a right to appeal to the Committee against any disciplinary decision. They should inform the Committee in writing of his/her wish to appeal within seven days of the date of notification to him/her. The Committee will conduct an appeal hearing as soon as possible thereafter at which the member will be given the opportunity to state his/her case either personally or with a representative. The decision of the Committee will be notified to the member in writing within seven days.

To raise a complaint, you should contact one of the following:

Club Safeguarding Officer – Wayne Davies
safeguarding@coeddarcyfc.co.uk

Club General Secretary – Lee Hohmann
lee@coeddarcyfc.co.uk