



## Tattenhoe FC Complaints Procedure

Last updated July 2023

In the event that any player, parent/carer, club or FA official, spectator, volunteer or member of the local community 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 - they should report the matter to the Club Secretary / Welfare Officer and if necessary the issue will be escalated to the Club Chairperson.

CLUB SECRETARY – Lee Willows – [secretary@tattenhoefc.com](mailto:secretary@tattenhoefc.com) - Telephone: 07725 025234.

CLUB WELFARE OFFICER - Kerry Clifford-Taylor [clubwelfare@-tattenhoefc.com](mailto:clubwelfare@-tattenhoefc.com) - Telephone: 07740 340875.

CLUB CHAIRPERSON - Matthew Baker - [chairman@tattenhoefc.com](mailto:chairman@tattenhoefc.com) - Telephone: 07702 985458

For issues that are straightforward and easily resolved, requiring little or no investigation, a conversation with the team manager in the first instance and / or also including club secretary / CWO or other club official might remedy the issue or concern that has arisen. This is not to undervalue minor concerns, rather in some instances a remedy can be decided upon quickly and to the satisfaction of all (for example an apology, explanation or other action).

In some situations, it may be some aspect of club policy has not been fully understood by a parent, or incorrectly applied by a coach.

Details of the concern and resolution offered should be reported to the Club Chairperson so that this can be recorded.

### **More Serious Concerns or when the issue needs to be escalated from Club Secretary / Welfare Officer:**

There is always the potential for more serious concerns to arise that require a more significant intervention. In these instances, a more formal process is required so that the club can both record and address the issue or concern. Where a serious concern arises, this should be reported to the Club Chairperson.

The Complainant will be asked to make their complaint in writing detailing their complaint, and how they can be contacted so the Club Chairperson can keep them informed of progress or their complaint.

The complainant can expect that the Club Chairperson will confirm receipt of the complaint within 5 days and remain in contact and deal with the complaint constructively.

The Club Chairperson will investigate the complaint and respond to the complaint within 20 days of receipt (either with a proposed resolution, or details of further actions to be taken).



# Tattenhoe FC



The Club Chairperson will investigate the complaint by looking at what might have gone wrong and/or what needs to be done to rectify the cause of the complaint. The Club Chairperson will also assess whether someone has suffered any injustice, and what remedy would be fair and proportionate in the circumstances.

The Club Chairperson will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines.

Where the complaint indicates a law may have been broken, The Club Chairperson will inform the relevant statutory authority.

Complaints that have a general significance across the club might necessitate wider consultation, (e.g., selection process for matches) which might have implications for the interests of parents/ carers, players and coaches may involve wider consultation and will be discussed by the club committee.

Tattenhoe FC believes that learning from something that has gone, or is going wrong, and putting right mistakes, is paramount. Seeking to hide mistakes is counter to the wider interests of our whole football club and therefore any investigation should be open, fair and respectful to all concerned.

## CONTACT DETAILS:

Club Welfare Officer – Kerry Clifford-Taylor - [clubwelfare@tattenhoefc.com](mailto:clubwelfare@tattenhoefc.com) Telephone: 07740 340875.

Club Secretary – Lee Willows – [secretary@tattenhoefc.com](mailto:secretary@tattenhoefc.com) Telephone: 07725 025234.

Club Chairperson – Matt Baker – [chairman@tattenhoefc.com](mailto:chairman@tattenhoefc.com) Telephone: 07702 985458