



Southgate Colts FC

Southgate Colts Complaints Procedure

Note: The Club reserves the right to amend the named Club officers within this policy in the event of a named officer being the subject of a complaint. In any such incident an alternative appropriate Club officer will be involved at the Club's discretion with a focus on welfare.

Stage 1: Informal Resolution

1. Raising the Complaint:

- Any concerns or complaints should initially be raised informally with the relevant coach or team manager.
- If the issue involves child welfare, it should be directly reported to the Club Welfare Officer unless the complaint concerns the Welfare officer, when it should be reported to the Club Chairman.

2. Initial Response:

- The coach or team manager will acknowledge the complaint within three working days.
- They will attempt to resolve the issue informally through discussion with the complainant and any involved parties.

3. Resolution:

- If the complaint is resolved informally, a brief report will be documented and shared with the Club Welfare Officer for record-keeping.

Stage 2: Formal Complaint

1. Submitting a Formal Complaint:

- If the issue is not resolved informally, the complainant can submit a formal complaint in writing to the Club Welfare Officer.
- The complaint should include details of the issue, any previous attempts at resolution, and any supporting evidence.

2. Acknowledgement and Investigation:

- The Club Welfare Officer will acknowledge receipt of the complaint within three working days.
- An investigation will be conducted, involving interviews with relevant parties and review of any evidence. This process will prioritise child welfare and fairness. Wherever possible a meeting between parties will be arranged. This will need to take place at a mutually agreed suitable location allowing for confidential professional dialogue, or take place online.

3. Outcome and Communication:

- The Club Welfare Officer will provide a written response within 21 working days, detailing the findings and any actions to be taken.
- If the complainant is satisfied with the outcome, the matter will be considered resolved.

Stage 3: Appeal

1. Requesting an Appeal:

- If the complainant is not satisfied with the outcome of the formal complaint, they can request an appeal within 14 days of receiving the decision.



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- The appeal should be submitted in writing to the Club Committee.
- 2. **Appeal Process:**
 - The Club Committee will review the appeal, considering all previous documentation and any new evidence.
 - A panel, including at least one independent member, will be formed to ensure impartiality.
- 3. **Final Decision:**
 - The panel will provide a final decision in writing within 28 working days.
 - This decision will be communicated to all parties involved and will be considered final.

Key Principles

- **Child Welfare:** The welfare of children is paramount. All complaints involving child welfare will be handled with the utmost sensitivity and urgency. The Club Welfare Officer will ensure that any child involved in a complaint is supported throughout the process. This includes:
 - **Immediate Safety:** Ensuring the immediate safety of the child is the first priority. If there is any risk of harm, appropriate measures will be taken to protect the child.
 - **Confidentiality:** Maintaining confidentiality is crucial. Information will only be shared with those who need to know in order to protect the child.
 - **Support Services:** Providing access to support services, such as counselling, if needed.
 - **Training and Awareness:** Ensuring all staff and volunteers are trained in safeguarding and understand their responsibilities.
- **Fairness:** The process will be fair and transparent, ensuring all parties have the opportunity to present their views.
- **Confidentiality:** All complaints will be handled confidentially, with information shared only on a need-to-know basis.

This enhanced procedure ensures that complaints are handled efficiently and fairly, with a strong emphasis on the welfare of the children involved.

Parents can contact Cornwall FA directly safeguarding@cornwallfa.com 01208 262989 or 07533 953351 (Monday to Friday 9-5pm)

[1: The FA Safeguarding Children Policy](#)

[2: Play Safe | England Football](#)



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Southgate Colts Complaints Procedure for Complaints Involving a Coach

Stage 1: Informal Resolution

1. **Raising the Complaint:**

- Any concerns or complaints about a coach should be raised informally with the Club Welfare Officer unless the complaint concerns the Welfare officer, when it should be reported to the Club Chairman.
- If the issue involves child welfare, it should be reported immediately to ensure the child's safety.

2. **Initial Response:**

- The Club Welfare Officer will acknowledge the complaint within three working days.
- They will attempt to resolve the issue informally through discussion with the complainant and the coach involved.

3. **Resolution:**

- If the complaint is resolved informally, a brief report will be documented and shared with the Club Committee for record-keeping.

Stage 2: Formal Complaint

1. **Submitting a Formal Complaint:**

- If the issue is not resolved informally, the complainant can submit a formal complaint in writing to the Club Welfare Officer.
- The complaint should include details of the issue, any previous attempts at resolution, and any supporting evidence.

2. **Acknowledgement and Investigation:**

- The Club Welfare Officer will acknowledge receipt of the complaint within three working days.
- An investigation will be conducted, involving interviews with the complainant, the coach, and any witnesses. This process will prioritise child welfare and fairness. Wherever possible a meeting between parties will be arranged. This will need to take place at a mutually agreed suitable location allowing for confidential professional dialogue, or take place online.

3. **Outcome and Communication:**

- The Club Welfare Officer will provide a written response within 21 working days, detailing the findings and any actions to be taken.
- If the complainant is satisfied with the outcome, the matter will be considered resolved.

Stage 3: Appeal

1. **Requesting an Appeal:**

- If the complainant is not satisfied with the outcome of the formal complaint, they can request an appeal within 14 days of receiving the decision.
- The appeal should be submitted in writing to the Club Committee.



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2. Appeal Process:

- The Club Committee will review the appeal, considering all previous documentation and any new evidence.
- A panel, including at least one independent member, will be formed to ensure impartiality.

3. Final Decision:

- The panel will provide a final decision in writing within 28 working days.
- This decision will be communicated to all parties involved and will be considered final.

Key Principles

- **Child Welfare:** The welfare of children is paramount. All complaints involving child welfare will be handled with the utmost sensitivity and urgency. The Club Welfare Officer will ensure that any child involved in a complaint is supported throughout the process. This includes:
 - **Immediate Safety:** Ensuring the immediate safety of the child is the first priority. If there is any risk of harm, appropriate measures will be taken to protect the child.
 - **Confidentiality:** Maintaining confidentiality is crucial. Information will only be shared with those who need to know in order to protect the child.
 - **Support Services:** Providing access to support services, such as counseling, if needed.
 - **Training and Awareness:** Ensuring all staff and volunteers are trained in safeguarding and understand their responsibilities.
- **Fairness:** The process will be fair and transparent, ensuring all parties have the opportunity to present their views.
- **Confidentiality:** All complaints will be handled confidentially, with information shared only on a need-to-know basis.

This enhanced procedure ensures that complaints involving coaches are handled efficiently and fairly, with a strong emphasis on the welfare of the children involved.

Parents can contact Cornwall FA directly safeguarding@cornwallfa.com 01208 262989 or 07533 953351 (Monday to Friday 9-5pm)

[3:](#) The FA Safeguarding Children Policy

[4:](#) Play Safe | England Football