

# Ware Lions Community Football Club

# Complaints Policy

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## 1. Our Code of Conduct and Club Policies

- 1.1 Players, parents/ carers, coaches, team managers and club officials are required to abide by the club policies at all times. Details and copies of club policies can be found at [www.warelionsfc.co.uk](http://www.warelionsfc.co.uk) and most complaints can be dealt with by referring to club policies and procedures.
- 1.2 We want to ensure that the players who represent Ware Lions enjoy their time with the club. It is essential to promote fair play and positive attitudes and we have published a Code of Conduct which must be followed by players, parents and coaches. Our code of conduct details expected behaviour from all concerned and potential consequences of poor behaviour.

## 2. Complaints Process

- 2.1 Where there are complaints which cannot be satisfied via existing policies, the following process should be followed:
  - a) All complaints must be submitted in writing. The complaint should provide details of:
    - what, when and where the occurrence took place;
    - any witness statement 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;
    - a preference for a solution to the incident
  - b) Complaints should be submitted in the first instance to the relevant Team Manager
  - c) If the complaint concerns a Child Welfare issue, the complaint should be submitted to the Club Child Welfare Officer (Jane Daffada, [welfare.warelions@gmail.com](mailto:welfare.warelions@gmail.com), 07767 350198)
  - d) If the complaint relates to a member of the Club Committee (which includes Team Managers), the complaint should be submitted to the Club Chairman or Club Secretary (as appropriate)
- 2.2 The relevant Committee Member will investigate the complaint, involving any relevant persons as required, and will provide a response and proposed resolution as soon as possible, in accordance with club policies.
- 2.3 If the proposed resolution falls outside of existing club policies, the Committee Member shall refer the matter for consideration by the Club Committee before any resolution is communicated to the complainant.
- 2.4 If the complaint involves a Member of the Club Committee, and the complaint is upheld, the Club Disciplinary process shall be followed.

## 3. Appeals Process

- 3.1 If an individual is unhappy with the outcome of their original complaint they can appeal to the Club Committee. The outcome of an appeal to the Club Committee is final. Individuals have the right to seek guidance from the Herts FA where they feel they have been unfairly treated by the Club Committee.