



Ashton Keynes Youth Football Club Complaints Procedure

Ashton Keynes Youth Football Club ("we", "our", "us", "AKYFC", "Club") takes Members complaints very seriously.

Introduction

AKYFC has clearly stated and communicated policies, rules, and codes of conduct. These say what the Club has to offer, and what it expects from, its members (players, spectators, parents / carers / guardians, coaches, and officials). This will limit potential complaints.

Most complaints will be dealt with by referring individuals to club policies, rules, and codes of conduct. Where possible, these referrals are dealt with by Team Coaches and Managers, or separately by the Club Welfare Officer or Club Secretary.

There may be occasions where the Club receive complaints that cannot be satisfied via these routes. The Club has, therefore, devised a Complaints Procedure that relates to complaints about AKYFC made from inside or outside of the Club, where:

- A Member of the Club (including player or official) believes that the Club policies, rules, or code of conduct have been broken.
- Or a person from outside of the Club feels aggrieved by the actions of an individual Club member.

In these cases, the complainant should follow the procedures outlined in paragraph 2 below.

Role of the Club Committee

1. The Club Committee should delegate decision making to two or more individual Committee Members so that, in any one case, different Committee Members are responsible for the investigation and complaint decision. This will ensure that decisions are made independently of the original complaint decision and the investigation.



Complaints procedure

2. The complainant should submit their complaint in writing to the Club's Committee. Ideally, the complaint should include:

- a) Details of what occurred, and when and where it took place.
- b) Who the complaint is about.
- c) Who the complaint is on behalf of.
- d) The names of any witnesses and, if available, a statement from them.
- e) The names of any other persons who have been treated in a similar way.
- f) Details of any former complaints made about the incident, the date of the complaint, and when and to whom they were made.
- g) A preference for a solution to the incident.
- h) Whether the complainant would like a meeting to present their case.

3. The Club's Committee will:

- a) Respond to the complainant within 10 days (best endeavours) or otherwise advise the complainant when a response can be expected.
- b) Investigate the complaint; there are circumstances where the Club Committee may decide to temporarily suspend Members or non-Club Members from attending Club events to:
 - i. Allow investigations to continue.
 - ii. Allow for a cooling off period.
 - iii. Reduce tensions *e.g.*, through meetings, emails, phone calls, online calls, social media.



- c) Arrange a meeting with the complainant to allow them to present their case.
 - d) Put in writing to the complainant the time period within which a decision will be made.
 - e) Decide after a Committee Meeting whether to uphold or dismiss the complaint.
 - f) With any upheld complaint, have the power to take a range of different actions, including, but not limited to:
 - i. Issue a verbal or written warning from the Club.
 - ii. Require an individual(s) to meet with the Club Welfare Officer.
 - iii. Require an individual(s) to meet with the Club Committee.
 - iv. Oblige an individual(s) to undertake an FA education course.
 - v. Request that an individual(s) do not attend future games.
 - vi. Suspend an individual(s) for a specified period, cancel their Club membership, or decline a future membership application.
 - vii. Require an individual(s) to leave the Club along with any dependents.
 - g) Have the power to expel a member when, in their opinion, it would be in the best interests of the Club.
4. The Club Committee's decision is final and cannot be appealed.