

Dinnington Town Football Club



Complaints Policy

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The club is entirely reliant on the work of volunteers to run the club and as such no-one involved is classed as professional or paid in any capacity.

However, the clubs committee and coaches are encouraged to be as qualified as possible, with a minimum FA Coaching Level 1.

Whereas policies and guidelines are in place to ensure the smooth running, there are occasions when there are differences of opinion or complaints arise and the procedure outlines the steps to be taken.

If the complaint is a matter relating to the welfare of a child or children, then the actions as outlined in the Club's Safeguarding Policy should be followed.

For team related matters such as player selection and coaching, we would encourage that dialogue begins with the team's manager or coaches. If this cannot bring a satisfactory conclusion then the club officials can offer advice and mediate to bring about a resolution.

If any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct has been broken, they should follow the procedures below:

1. Report it

They should report the matter to the team manager, club secretary or your teams committee lead.

The report should include:

- 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 made
- A preference for a solution to the incident.

2. Review it

The Club's Management Committee will sit for any hearings that are requested.

3. Resolve it

The Club's Management Committee will have the power to:

- Reject the complaint
- Warn as to future conduct
- Suspend from membership
- Remove from membership any person found to have broken the Club's Policies or Codes of Conduct