

Storeys of Lancaster FC

Complaints Procedure

1. Purpose

The purpose of this procedure is to ensure that any complaints relating to Storeys of Lancaster FC are handled fairly, consistently, and promptly. The club aims to resolve concerns in a constructive manner while maintaining a positive environment for players, coaches, volunteers, and supporters.

2. Scope

This procedure applies to complaints made by:

- Players
- Parents or guardians
- Coaches and volunteers
- Club officials
- Supporters or members of the public

Complaints may relate to issues such as:

- Behaviour of players, coaches, or spectators
- Club management decisions
- Breaches of club policies
- Conduct during matches, training, or club events

Safeguarding concerns involving children or vulnerable individuals must be reported immediately to the Club Safeguarding Officer and handled in line with safeguarding policies.

3. Informal Resolution

Where possible, concerns should first be addressed informally.

Steps may include:

1. Speaking directly to the relevant coach, team manager, or club official.
2. Attempting to resolve the issue through discussion.
3. Allowing reasonable time for the issue to be addressed.

Many issues can be resolved quickly through open and respectful communication.

4. Formal Complaint

If the issue cannot be resolved informally, a formal complaint may be submitted.

The complaint should:

- Be made in writing (email or letter)
- Include the complainant's name and contact details
- Clearly describe the issue or incident
- Provide relevant dates, times, and individuals involved

Complaints should be submitted to the Club Secretary or Club Committee.

Anonymous complaints will be considered only where there are serious concerns.

5. Complaint Review Process

Once a formal complaint is received:

- Acknowledgement
- The club will acknowledge receipt of the complaint within 7 days.
- Investigation
- The club committee may:
 - Speak with individuals involved
 - Review any relevant information or evidence
 - Seek advice from league or governing bodies if required.
- Decision
- The committee will consider the findings and determine an appropriate outcome.
- Outcome Notification
- The complainant will normally receive a response within 21 days, although complex matters may take longer.

6. Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- Informal resolution or mediation
- Advice or guidance issued to individuals involved
- Formal warning
- Disciplinary action in accordance with club rules
- Referral to relevant football authorities where necessary
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7. Appeals

If the complainant is dissatisfied with the outcome, they may submit an appeal to the club committee within 14 days of receiving the decision.

The committee may review the case or appoint an independent panel where appropriate.

The decision following the appeal will normally be final within the club's process.

8. Confidentiality

All complaints will be handled with appropriate confidentiality. Information will only be shared with those who need to be involved in investigating or resolving the issue.

9. Malicious or Vexatious Complaints

Complaints that are deliberately false, malicious, or intended to cause harm may themselves result in disciplinary action.

10. Policy Review

This complaints procedure will be reviewed periodically by the Storeys of Lancaster FC Committee to ensure it remains effective and appropriate.

Complaints contact details: Steven Stirzaker chairman@storeysfc.co.uk