

# Taunton Youth Football Club Community Trust

*Nurturing sporting intelligence: better than last week, but not as good as next week*

## **Complaints Procedure**

Taunton Youth FC Community Trust (the “Club”) deals with complaints fairly in accordance with its policies and procedures, including its code of conduct.

In the event that any member has a complaint, including where the Club's policies, rules or Codes of Conduct have been breached, they should follow the procedures below.

1. They should report the matter to the Welfare Officer. If the Welfare Officer is the subject of the complaint then it should be reported to one of the trustees.

The report should be made in writing (email is acceptable) and include:

- a title to make clear it is a complaint as opposed to an observation or piece of feedback
- details of what, when and where the occurrence took place
- any witness statements 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; and
- a preference for a solution to the incident / what you would like the outcome to be

2. The Club's Welfare Officer (or appropriate trustee) will acknowledge the complaint within 5 working days. They will then thoroughly investigate the complaint, including where necessary by liaising with the Director of Coaching and/or the FA.

3. The Club's Welfare Officer (or trustee) will set out his/her understanding of the complaint, the action taken by the Club and the Club's findings in a letter.

4. If further action is necessary the trustees will have the power to:

- 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.

5. If you are still dissatisfied you will have the right to raise your complaint to the Board of Trustees, providing this is done within 5 days of receiving the outcome letter (mentioned in point 3 above).

The trustees will consider the complaint at their next meeting and confirm the outcome/their decision in writing.

You may also have the right to report the complaint directly to the Junior Premier League or the Somerset Football Association. The Club will provide contact details on request.

6. At any point in the process you can withdraw your complaint if you feel it has become unhelpful to yourself or the Club.

7. All complaints will be recorded and reviewed on an annual basis by the trustees. This will help the Club to track the nature of complaints being received and how they are being resolved. It will also help to ensure learning points are captured and communicated, and provide useful information to review and improve the services provided.

*Last updated: December 2018.*

*Reviewed and approved by the trustees on 10 December 2018.*