

## Taunton Youth Football Club Community Trust

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

### **Complaints/Grievance Procedure**

Taunton Youth FC Community Trust (the "Club") deals with complaints fairly in accordance with its policies and procedures, including its code of conduct. This will ensure that concerns are dealt with in an efficient and effective manner, therefore, preventing unnecessary communications at both inappropriate & inconvenient times.

In the event that any member has a complaint or grievance to make against either the coaching programme, a player, coach or parent, including where the Club's policies, rules or Codes of Conduct have been breached, they must follow the formal procedure stated below.

1. Members must report their complaint or grievance by email to the members of the Taunton Town FC Community Trust Complaints Management Group using the following email address:

[youthcomplaints@tauntontown.com](mailto:youthcomplaints@tauntontown.com)

If any of the named Complaints Management Group are the subject of the complaint or grievance, then it should be reported to at least one other named in the Group.

### **Complaints Management Group**

Gary Green (Head of Football), Chris Grave (Trustee)

Coaching staff **will not accept** any notifications via other channels i.e. face to face, phone calls / text messages / WhatsApp or be confronted on training nights or match days.

Members must **allow 24 hours** to have elapsed after the finish of a match or training session before raising their complaint / grievance. This 'cooling off' period helps to take the emotion out of the situation.

The complaint / and or the grievance must include the following:

- 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

The Complaints Management Group will acknowledge the complaint / grievance by email within 48 hours

The Complaints Management Group will work together to thoroughly investigate the complaint / grievance and will decide unanimously on the outcome.

The Complaints Management Group will respond by email to the member with their findings and subsequent outcome and actions within 14 days from receipt of the initial complaint / grievance

If further action is necessary, the Complaints Management Group reserve the right to:

- warn in writing as to future conduct
- suspend from membership
- remove from membership

any person found to be in breach of the Club's policies or Codes.

2. If the member remains dissatisfied with the findings you will have the right to challenge the outcome to the remaining Board of Trustees providing this is done by email within 5 working days from receipt of the outcome response. The Board of Trustees will consider the complaint / grievance at their next committee meeting and confirm final resolution by email

3. Once the complaint / grievance has been resolved to the satisfaction of the member, a confirmation email will be required to confirm that the matter has been closed to the satisfaction of the relevant party.

3. Members have the right to report the complaint / grievance directly to the Junior Premier League or the Somerset Football Association, but it is hoped that in the first instance the complaint / grievance will be raised with the Club so we have the chance to resolve in an amicable manner.

4. The Complaints Management Group promise to adhere to integrity and confidentiality at all times and will not share or discuss any complaints or grievances with any members outside of the Board of Trustees.

Please be aware that there will not be any deviations / exceptions to this process.

5. All complaints / grievances will be retained and reviewed on a quarterly basis by the Board of Trustees. This will help the Club to track the nature of complaints / grievances being received and how they have been resolved. It will also help to ensure learning points are captured and communicated, and to provide useful information to review and improve the service we offer

6. For further information / guidance on the Club' policies and Codes please refer to the Taunton Town FC Community Trust website through the following link **<https://youth.tauntontown.com>**

The version contained here was formally reviewed and approved on 21<sup>st</sup> September 2020 and was last updated in January 2023

**Matt Crook removed.**