

Complaints Policy & Procedure

Dundee East Girls Football Club

Last updated	25/09/2024
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Purpose of this policy

The Club aims to provide the best possible service to our members. We believe that we achieve this most of the time. If we don't get it right, we want to know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the Club.

Who and what is covered by the Procedure?

This policy covers all aspects of what we do as a club and all individuals involved, including, Executive committee members, managers / coaches, staff, volunteers, players and parents/carers.

Conduct

Dundee East Girls Football Club operates a code of conduct for all individuals involved, including Executive committee members, managers / coaches, staff, volunteers, players and parents/carers. All such individuals will sign up to this code of conduct. Copies of the signed code of conduct are held by the club through the MCH sign-up process.

Any breach of the code of conduct will result in the administration of this complaints procedure.

If the complaint is in relation to the wellbeing of a child or concerns about the conduct of an adult, please complete a Concern reporting form. This form can be found on the club website under the policies section.

Ignorance of the code of conduct or failure to sign up to it will not be accepted as a reason for not following it.

Initial Complaint

If you are not happy about any aspect of the Club, in the first instance, please speak to the relevant manager in the team you are associated with. If you are unhappy with an individual in the Club sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Club Chairman

Often, we will be able to give you a response straight away. When the matter is more complicated we will aim to give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Club Chairman. If your complaint is about the Club Chairman, please write to the Club Secretary.

This letter should detail the nature of the complaint and provide any supporting evidence in support of the complaint. The subject of the complaint has the right to confidentiality at all times and should be informed of the nature of the complaint as soon as it is received. Any member breaching this confidentiality will themselves be subject to the complaint procedure.

All written complaints will be logged. We aim to give you a written acknowledgement within three working days. Our aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Hearing Procedure

Should the complaint require it, the Chairman (or Secretary) will arrange for two members of the Club's Executive Committee to form an Investigation Subcommittee. This Subcommittee will invite the complainant to a meeting to expand on the nature of the complaint. This meeting may be recorded solely for the purpose of the investigation.

Following this process, the subject of the complaint will be invited to a hearing, at which they are entitled to be accompanied by any one person of their choosing, to discuss the details of the complaint. This meeting may be recorded solely for the purpose of the investigation.

The Committee may then speak to other parties inside and outside of the club.

Following this procedure the investigating members shall inform all relevant parties of the outcome within 7 days of this hearing and any action that shall be taken.

Note: in the event that the nature of the complaint is in direct relation to a child protection matter the police or social services should be involved immediately. In this event the only investigation to be undertaken shall be led by the relevant professional service following which the club will adhere to any findings of this investigation.

Appeal Procedure

Following a decision by the investigation subcommittee, the subject of the complaint and the complainant shall have the right to appeal the decision and request a further investigation into the matter. The subject of the complaint / complainant must inform the investigating members in writing of their request and document the grounds for appeal within ten working days. Simply disagreeing with the decision is not sufficient grounds for an appeal.

The Club Chairman (or Secretary) shall acknowledge this appeal and appoint two further

members of the Executive to form an appeal subcommittee to review the grounds for appeal and, if appropriate, undertake a fresh investigation and report the findings to all relevant parties.

External Assistance

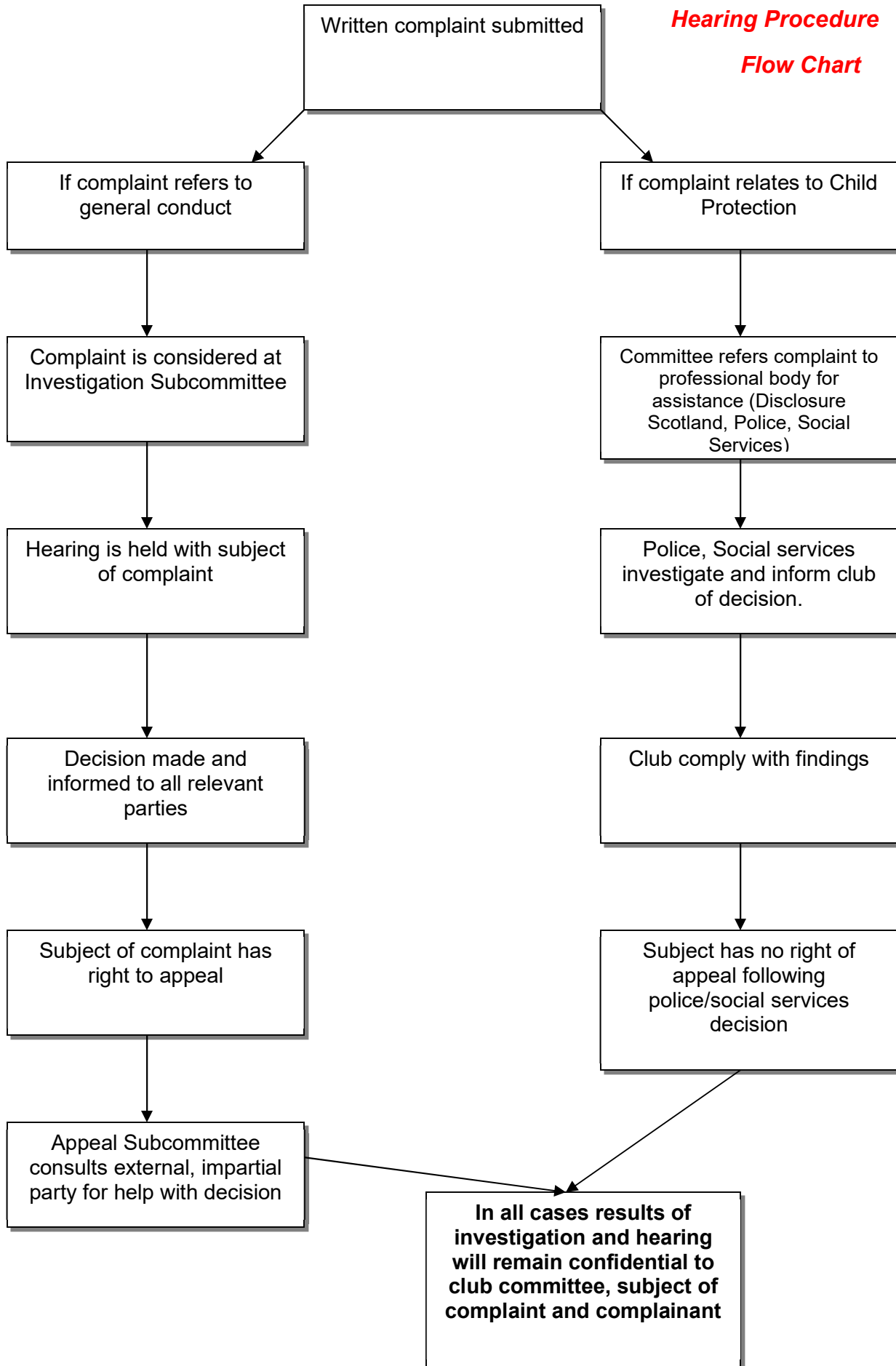
In the event of an appeal the subject of the complaint has the right to seek external assistance from either a professional body or suitable party to undertake an investigation into the matter in conjunction with the club. ONLY the subject of the complaint can request this course of action. The two members of the Appeal Subcommittee shall make the final decision regarding any action to be taken by the club.

Decision

The investigation shall be deemed closed and the decision final in the following circumstances.

- 1) The committee present a decision that is not contested by an accepted appeal.
- 2) An appeal investigation presents a decision that clearly reflects the clubs policies and code of conduct.
- 3) The police or social services lead an investigation into a child protection matter.

**Hearing Procedure
Flow Chart**



Responsibility for implementation of the policy

The Club Executive Committee have overall responsibility for the effective operation of this policy and procedure

Monitoring and review of this policy

This Code is fully supported by the Club Executive Committee who are responsible for its implementation and regular review.

If you have any questions about this policy, please contact the Club Secretary.

END OF POLICY