



BE THE BEST FOOTBALL ACADEMY: Complaint Policy

1. Purpose: The purpose of this complaint policy is to provide a fair and transparent process for addressing and resolving complaints within our football academy. We are committed to ensuring that all complaints are handled promptly, professionally, and with respect for all parties involved.

2. Complaint Procedure:

a. Complaint Submission: Complaints should be submitted in writing, either via email or through a designated complaint form. The complaint should include a clear description of the issue, relevant details, and any supporting evidence or documentation.

b. Complaint Acknowledgment: Upon receipt of a complaint, an acknowledgment will be sent to the complainant within a specified timeframe (e.g., 48 hours). The acknowledgment will include information on the expected timeline for resolution and the contact person responsible for handling the complaint.

c. Investigation: The complaint will be thoroughly investigated by an impartial person or committee designated by the academy. This may involve gathering additional information, interviewing relevant parties, and reviewing any relevant records or evidence.

d. Resolution: Once the investigation is complete, a resolution will be determined based on the findings. The resolution may involve corrective actions, disciplinary measures, or any other appropriate steps to address the complaint.

e. Communication: The complainant will be informed of the outcome of the investigation and the actions taken to resolve the complaint. If necessary, further communication may be initiated to ensure that the complainant is satisfied with the resolution.

f. Confidentiality: All complaints and related information will be treated with strict confidentiality, except where disclosure is necessary for the investigation or resolution of the complaint.

g. Appeals: If the complainant is not satisfied with the resolution, they may have the option to appeal the decision. The process for filing an appeal and the designated authority responsible for reviewing appeals should be clearly outlined in the complaint policy.

3. Support and Protection: The academy will take appropriate measures to protect complainants and witnesses from any form of retaliation or victimization as a result of filing a complaint. Any such behaviour will be treated as a separate violation and may result in disciplinary action.

4. Review and Improvement: This complaint policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or improvements will be made in consultation with relevant stakeholders.