



Ecclesfield Spartans JFC

How we deal with complaints...

Ecclesfield Spartans Junior Football Club

How we deal with complaints

No matter how well a club is run there is always the possibility of having to Deal with Complaints and Discipline issues at a Club.

Dealing with issues of poor practice or misconduct from volunteers or parents/spectators can seem somewhat daunting at first however by following a clear process as outlined below such matters can be dealt with both efficiently and appropriately.

In the event that any Youth Member, Parent/Carer, Club or FA Official or Coach feels that they have suffered discrimination, experienced or witnessed something of concern or that the Club's Policies, Rules or Codes of Conduct have been broken they should report the matter to The Club.

Frontline Resolution

For issues that are straightforward and easily resolved, requiring little or no investigation, a private word to The Team Coach or other Club Official might remedy the issue or concern that has arisen.

This is not to undervalue minor concerns, rather in some instances a remedy can be decided upon quickly and to the satisfaction of all (an apology, explanation or other action).

For example, it may be some aspect of Club Policy has not been fully understood by a parent, or incorrectly applied by a Coach, or The Club policy itself is unclear or contradictory. A private word with the 'frontline' person (e.g. Coach) might be the obvious and simplest approach to take.

The Club would expect the issue to be resolved within one week and The Coach or Club Official is required to report to The Secretary the concern and resolution offered so that this can be agreed and recorded.

More Serious Concerns

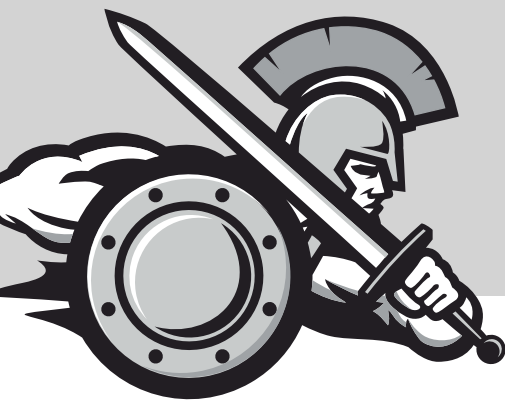
There is always the potential for more serious concerns to arise that require a more significant intervention. In these instances, a more formal process is required so that the club can both record and address the issue or concern.

Where a serious concern arises, this should be reported to any member of the Coaching Staff or Club Official who is required to pass this concern onto Club Secretary, Welfare Officer or other member of the Executive Committee. Once reported, The Secretary and Welfare Officer are collectively responsible for the investigation of the major concern and for applying the following guiding principles:

- The Complainant should be asked to make their complaint in writing to the Club Secretary detailing their complaint, and how they can be contacted so The Club can keep them informed of progress or their complaint;
- The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint and that this should not be more than 5 days from receiving the complaint;
- That the Club will remain in contact with the Complainant and deal with the complaint constructively;
- That the Club will investigate the complaint and respond to the complaint within 20 days of receipt (either with a proposed resolution, or details of further actions to be taken);
- That the Club will investigate the complaint by looking at what might have gone wrong and/or what needs to be done to rectify the cause of the complaint. The Club will also assess whether someone has suffered any injustice, and what remedy would be fair and proportionate in the circumstances;
- The Club will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines;
- Where the complaint indicates a law may have been broken, The Club will inform the relevant statutory authority;
- Complaints that have a general significance across the Club might necessitate wider consultation, (e.g. selection process for matches) which might have implications for the interests of Parents, Youth Members and Coaches but from different perspectives, and therefore involve wider consultation and perhaps even discussion by The Club Committee;
- Sensitive complaints may need to be dealt with confidentially (e.g. that involve a Safeguarding context) and include guidance from specific Officers of The Club, e.g. Club Welfare Officer or from The FA
- That learning from something that has gone, or is going wrong, and putting right mistakes, is paramount. Seeking to hide mistakes is counter to the wider interests of The Club, Its Youth Members and Volunteers and therefore any investigation should be open, fair and respectful to all concerned.

Club Contacts

Secretary	Chris Eaton	07711 500133	secretary@spartans.football
Welfare Officers	Chris Eaton	07711 500133	welfare@spartans.football
	Brad Wheeler	07584 550933	welfare@spartans.football



Ecclesfield Spartans J.F.C.

Complaints Procedure

Complaint Arrives

Complaint acknowledged
by email or text and recorded

Is this a Welfare Issue?

Yes

No

Complaint Assesed

Complaint Assesed
for severity

Frontline
Resolution

More Serious
Concern

Frontline
Resolution

More Serious
Concern

That the Club will investigate the complaint and respond to the complainant within a reasonable timescale of receipt (either with a proposed resolution, or details of further actions to be taken).

The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint

The Complaint may be referred to the County Welfare Officer or NSPCC. In very serious cases the Club may have to call the Police.

The Club would expect the issue to be resolved within one week

The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint

That the Club will investigate the complaint and respond to the complainant within 20 days of receipt (either with a proposed resolution, or details of further actions to be taken).

Your details

Your name

Your email address

Contact phone no

Your complaint Continue on a separate sheet if you need to

Please give as much detail as possible - date of incident (if applicable), venue, person involved, age-group etc. Please use as many facts where possible

Process

Welfare?

Yes No

Resolution type

Frontline resolution Serious - pass to Discipline

Date received

Date responded

Discipline date

Resolution date



Ecclesfield Spartans JFC

Investigations and Suspensions

Ecclesfield Spartans Junior Football Club

Investigations and Suspensions

No matter how well a team is run there is always the possibility of the Club having to deal an investigation because of incidents of poor behaviour in and around your activities.

The actions of coaches, players, parents and supporters is the responsibility of the team manager in question and as such is required to inform their members on a regular basis of the responsibilities they have.

For instance, a parent entering the field of play (for whatever reason) will likely result in a misconduct charge from the County FA. The Club (and therefore the team) is responsible for that parents actions and the manager will likely be charged with 'failing to ensure that its coaches, players or supporter conducted themselves in an orderly fashion'.

Alternatively, if a player is involved in an altercation (for example in a car park after a game), again the manager is likely to be charged with 'failing to ensure that its coaches, players or supporter conducted themselves in an orderly fashion' - even if they were two fields away packing up cones and balls.

In this type of case, the Club will have undertake an investigation, liaise with the manager/coach/player or parent involved (possibly all of them) and respond to the charges on their behalf to the FA.

As part of this process, the manager/coach/player or parent involved will be required to stand down from Club activities for a minimum of two weeks to allow the process to be completed. This is in no way an admission of any guilt or apportioning blame in either direction.

Club Resolution

For issues that are straightforward and easily resolved, the charge reply will be submitted and any fines or FA suspensions will be passed to the person(s) involved to serve or pay. Any charge may also result in one of the stages of the Club Code of Conduct being implemented.

Where charges are not raised by the FA, but the Club deems an issue to be serious enough, the Club Discipline Committee (made up of members of other teams volunteers and with a representative of the Executive Committee) will consider a case and rule based on the Club and FA Codes of Conduct.

More Serious Cases

There is always the potential for more serious concerns to arise that require a more significant intervention. In these instances, a more formal process is required so that the

Club can both record and address the issue concerned.

The Club will liaise with the County FA Disciplinary Team where necessary and also with the person(s) involved. The person(s) involved (and any witnesses) will be required to submit written statements to support their responses to the charges.

It may be necessary for the person(s) involved to consult legal council

Any guilty verdict handed down by the County FA (or National FA in some serious cases) will likely result in one of the stages of the Club Code of Conduct being implemented.