



Gildersome Spurs Junior Football Club



Complaints and Disciplinary Policy

Our aim:

Gildersome Spurs Juniors Football Club is committed to providing a quality service for its members and visitors and working in an open and accountable way that builds the trust and respect of all our stakeholders, customers, partners and the wider community. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers, partners, the local community, members, volunteers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:
 - resolve informal concerns quickly;
 - keep matters low-key;
 - enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Gildersome Spurs Juniors Football Club responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate. A complainant's responsibility is to:
 - bring their complaint, in writing, to GSJFC's attention as soon as is practically possible:
 - raise concerns promptly and directly with a member of staff at GSJFC:
 - explain the problem as clearly and as fully as possible, including any action taken to date;
 - allow GSJFC a reasonable time to deal with the matter;

Responsibility for Action: All Staff at GSJFC

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and GSJFC maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Board members of GSJFC will receive annually an anonymised report of complaints made and their resolution and complaints will be dealt with in accordance with GSJFC's Privacy Policy.

The complaints process

It is accepted that the running of a junior football club will not be without incident. In the event of complaints regarding any official of Gildersome Spurs Juniors Football Club or the services provided by the club, all complainants are requested to use the following procedure.

In the first instance discuss the matter with the age group manager. If this is not appropriate (the complaint may be with the manager) you are recommended to contact the relevant age group representative – details can be found on the club's website.

An informal meeting may take place with the complainant, manager and age group representative.

If the matter remains unresolved the complainant must write to the Gildersome Spurs Juniors Football Club Secretary at Secretary@gildersomespursjfc.co.uk within 10 working days stating:

- The reason for complaint;
- Previous evidence/attempts to resolve the situation;
- The required outcome;
- A convenient date to meet;
- A list of witnesses (if required).

The Club Secretary will arrange to meet the complainant and discuss the issues raised before calling a formal meeting. This should be done within 5 working days.

If the issue remains unresolved the Club Secretary will convene a meeting with all the interested parties at the nearest possible date, normally within 5 working days.

The Club Chairman will chair the meeting, and the Treasurer, Club Secretary and Club Welfare Officer (if appropriate) will attend. Both sides will be given the opportunity to cite their case; witnesses may be called if required.

All attempts will be made to resolve the complaint at the meeting.

If an individual is unhappy with the outcome of their original complaint, and the outcome of the meeting referred to above, they can appeal to the club committee within 5 working days. The outcome of an appeal to the club committee is final. Individuals have the right to seek guidance from the County FA where they feel they have been unfairly treated by the club's committee.

The disciplinary process

Gildersome Spurs Juniors Football Club, like many clubs, already has in place codes of conduct for players, spectators, coaches and officials. These can be found on the club's website.

Codes of conduct can only be effective if there is a disciplinary process to support them. It is essential that the club is fair and consistent. The options set out below will be considered during any disciplinary process, and will be issued in the following order:

- Verbal warning
- Written warning
- Exclusion from specified number of matches
- Exclusion from specified number of training sessions
- Removal from team for remainder of current season
- Refusal to register with team for future season.

Ultimately, the club is required to follow the league(s) to which it is affiliated, County Association and FA

SIGNED CHAIRMAN:



JONATHAN MOXON



Gildersome Spurs Junior

Gildersome Sports Club
Street Lane, Gildersome
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www.gildersomespursjfc