



TANKERTON FOOTBALL CLUB

An FA Charter Standard Development Club
Registered Charity no. 1139007
FOR CHILDREN FROM YEAR 1 TO YEAR 12



Complaints Policy

1. In the event that any parents/guardians of a player(s) or any member of the public feels that the Club Policies, Rules or Code of Conduct have been broken and they wish to make a complaint they should follow the procedures set out below:
2. Initially they should approach the Tankerton FC coaching staff who will be happy to listen to any comments/complaints presented to them. Our aim is to resolve any issues raised openly and honestly and as quickly and effectively as possible. An early conversation to raise concerns will often lead to a fast and informal resolution.
3. Should however any parent or guardian/member of the public for any reason feel unable discuss an issue directly with the sections coaches/officials or are dissatisfied with a response provided by a section coach/official, they should lodge their complaint (see below) with the Club Welfare Officer who will ensure the issue raised is fully investigated and responded to without delay.
 - The parent/guardian or member of the public should lodge their complaint in writing indicating:
 - Details of how club policies, rules or code of conduct are believed to have been broken
 - Details of what, when and where this took place
 - Names and contact details for any witnesses
 - Names of others who may have been subject to the same club policy, rules or code of conduct breach
 - Details of any former complaints made about the incident, date, when and to whom made
 - A preferred solution to the issue
4. If the complaint involves the Club's Welfare Officer the complaint should be made to the Club Secretary.
5. Following investigation and if deemed necessary, the Clubs Welfare Officer will convene a meeting of the Disciplinary and Standards Committee meeting to consider the details of the complaint. As far as possible this will be within 7 days of a written complaint being received.
6. The Club's Disciplinary and Standards Committee will have the power to:
 - Warn as to future conduct
 - Suspend from the club
 - Terminate association with the club
 - Report individuals to the FA or the police as appropriate
7. The outcome of a Disciplinary and Standards Committee meeting convened to hear a complaint should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made as far as possible within 10 days of the meeting having taken place.



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8. There will be the right of appeal to the Trustees of Tankerton Football Club following disciplinary action being announced. The Trustees should consider the appeal within 7 days of the Secretary receiving the appeal
9. The Trustees decision is final.