



## TANKERTON FOOTBALL CLUB

[www.tankertonfc.co.uk](http://www.tankertonfc.co.uk)

Registered Charity no. 1154570

### Tankerton Football Club (TFC)

#### 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 TFC 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

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Complaints	3.0	2.1.24	1.1.25	RM	1/3

Club Registered Address: TANKERTON FC, 24 Graystone Road, Tankerton, Whitstable, Kent CT5 2JY



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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. We will endeavour to do this, as far as it is practicable, within 14 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 using best endeavours be notified in writing to the person who lodged the complaint and the member against whom the complaint was made, as far as practicable, within 20 days of the meeting having taken place.
  8. There will be the right of appeal to TFC following disciplinary action being announced. The Trustees should use best endeavours as far as it is practicable, to consider the appeal within 14 days of the Secretary receiving

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the appeal. The club should ensure that there is no conflict of interest where Trustees are also members of the Executive committee.

9. The Trustees decision is final.

### Equality, Safeguarding and Equal Opportunities Statement

TFC, in all policies and procedures, will promote equality of opportunity for all players and volunteers from all social, cultural and economic backgrounds and ensure freedom from discrimination on the basis of membership of any group, including gender, sexual orientation, family circumstances, ethnic or national origin, disability, religious or political beliefs.

TFC aims:

- To provide equal opportunities for all
- To foster good relations and create effective partnerships with the local community.
- To provide an environment free from fear and discrimination, where diversity respect and dignity are valued.

All aspects of safeguarding will be embedded into the life of the club and are to be adhered to and be the responsibility of all.

### Policy Version Control. Summary of Changes:

Policy	Version	Reason for Change	Effective Date	Next Review	Author
Complaints	3.0	Policy Rewrite.	1.2.24	1.1.25	RM

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