The FA Charter Standard Club Programme

Complaint Procedure



Berewood Panthers Football Club Complaint Procedure

a) Parent/Player complaint

i. Any formal complaint raised by either a parent or a player regarding another parent, player or Club Official should normally be addressed to the Manager of that age group in the first instance who will endeavor to resolve the complaint. If the complaint concerns the age-group manager themselves, clause iv. below applies.

ii. If the Manager does not feel able to deal with the complaint internally, then the complaint will be dealt with by the Club Management Committee as detailed in Section 8.

iii. In some cases, if the Management Committee feels that the complaint to be of a serious nature then advice will be sought from the South Hants Glass Youth League Committee, Portsmouth Youth League Committee, EDMSL or The Hampshire FA Ltd.

iv. If the Parent/Player is not satisfied with the decision of the Manager, then details of the complaint should be made, in writing, to the Secretary who will convene an Emergency Meeting of the Committee to resolve the complaint.

b) Managers Complaint

i. If the Manager has an issue with a Player which they have been unable to resolve through discussion between themselves then that player's parents or guardians will be informed.

ii. If a problem arises with a Parent then the Manager will normally seek to initially address the individual concerned.

iii. At all times the Manager will endeavor to speak with either parent or player confidentially.

iv. If the Manager does not feel able to deal with the complaint, then the matter will be dealt with by the Club Management Committee as detailed in Section 8.

v. In some cases, if the Management Committee feels that the complaint to be of a serious nature then advice will be sought from the South Hants Glass Youth League Committee, Portsmouth Youth League Committee, EDMSL or The Hampshire FA Ltd.

vi. Any formal complaint regarding an opposing team must be immediately reported to the Management Committee who will discuss and, if they feel it is appropriate, forward this matter to the South Hants Glass Youth League Portsmouth Youth League Committee, EDMSL or The Hampshire FA Ltd.

c) Committee Complaint

i. If, at anytime, a complaint is made against a Committee Member then this matter must be dealt with by the Chairman.

ii. In some cases, if the Chairman feels that the complaint to be of a serious nature then advice will be sought from other key committee members, the South Hants Glass Youth League Committee, Portsmouth Youth League Committee, EDMSL or The Hampshire FA Ltd.

iii. If the complaint is against the Chairman, then the matter will be dealt with by the rest of the Management Committee.

d) Other Party Complaint

i. If any complaint is received from persons who are not Club Members (i.e. The South Hants Glass Youth League, the Portsmouth Youth League, EDMSL, opposing teams, members of the public etc), then it will be referred by the Secretary to the individual concerned for an explanation of events leading to the complaint.

ii. This explanation should be made, in writing, to the Secretary within 48 hours.

iii. The Secretary will convene an Emergency Meeting of the Committee to ensure that the Club is able to respond to the complaint within the necessary time scale required by the League or the complainant.

e) Complaints involving Child Safety/Welfare

i) Complaints of a sensitive nature involving allegations of Child Abuse/Child safety or any Child concerns must be brought to the attention of the Child Welfare Officer (CWO) in the most confidential manner by either a verbal or written communication.

ii) Should an issue be raised in the form of verbal communication it must be followed up in writing within 48 hours. No other club members or committee members are to be informed. The (CWO) will decide what action is to be taken based on the information received by the complainant.

 If, at any time, any person involved with the Club has a concern regarding the safety of any child they are encouraged to speak with the Child Welfare Officer in the strictest of confidence and no other party. Complaints of this nature will be dealt with under the direction of the (CW0) who may if required consult with senior Committee.