**Brundall Bolts F.C – Complaints Policy**

Brundall Bolts F.C actively welcome feedback and suggestions on how our club can be improved. We aim to work in a collaborative partnership with our Players, Parents/Carers and wider community to ensure the club is the best it can be. We recognise that queries and concerns may arise, for which this policy provides a framework for a prompt and effective resolution.

In the event that a Player, Parent/Carer, Coach, Club or FA official feels that they have suffered any form of discrimination, has experienced or witnessed something of concern, or feel that the Club’s Policies, Rules, or Code of Conduct have been broken this should be reported to the Club as below:

**Where any concern or complaint relates to the welfare or safety of a child the Club’s Safeguarding Children Policy must be followed:**

https://brundallfsc.co.uk/safeguarding-children-policy

* If there are concerns about a child’s welfare, please contact our Club Welfare Officers (CWO):

**Amy Gould Sam Hill**

07545 323288 07881827047

[safeguarding@brundallfsc.co.uk](mailto:safeguarding@brundallfsc.co.uk)

* If the CWO is unavailable you can contact the Norfolk FA’s Designated safeguarding Officer (DSO):

**Ken D’Rosario**

01603 704050/07777 607567

[safeguarding@norfolkfa.com](mailto:safeguarding@norfolkfa.com)

If the matter is urgent and you are unable to contact either of the above CWO or DSO, the **NSPCC 24-hour helpline** can be contacted on 0808 800 5000 to give support and advice.

Please note all complaints should be raised **within two weeks** of the event occurring to ensure accurate recollection and prompt investigation if required.

**First Stage**

For issues or complaints that are straightforward and potentially easily resolved, requiring little or no investigation, a verbal conversation with the Team Coach, or other Club Official may provide a satisfactory agreed resolution for all. For example, if an aspect of Club policy has not been fully understood by a Parent, or incorrectly applied by a Coach, an explanation, apology or other action may be all that is required. The Team Coach/Club official will report the concern and resolution to the CWO for recording and further discussion with the Club Committee should this be viewed as a consideration for change in future practice.

**Second Stage**

If the complaint has not been resolved at the first stage, or is one of a serious nature that may require more significant intervention, this should be reported to the CWO and formal processes applied:

* The complainant should be asked to make their complaint in writing via email to [safeguarding@brundallfsc.co.uk](mailto:safeguarding@brundallfsc.co.uk)

**This should include:**

* Details of what, where and when the occurrence took place.
* Any witness statements and names.
* Any other relevant information to aid investigation.

The CWO will acknowledge receipt of the email, and aim to investigate the complaint, then formulate an appropriate response or update, in writing to the complainant within seven working days. All complaints will be investigated thoroughly and confidentially where possible. For complaints of serious nature, involvement of the Club Committee and/or the Norfolk FA may be required. All documentation regarding the complaint, investigation, and resolution, including actions taken and ongoing review of these, if necessary, will be recorded and held for future reference.

**Third Stage**

If following the second stage a resolution has not been found or agreed by the complainant, a formal in person meeting may be offered by the CWO, Club Chair and Vice Chair. There will be clear documentation of the discussion held including relevant policies referenced, advice from Norfolk FA if this has been sought and action points to be met by either party. Accuracy of the record of the discussion and resolution outcome to be approved by all parties, thus signalling the conclusion of the process.

**Fourth stage**

If the previous three stages have been completed and no resolution met the complainant can raise the complaint with the Norfolk FA.

Contact details: **Norfolk FA**

The FDC,

Clover Hill Road

Norwich

NR5 9ED

**01603 704050 (Ext. 1)**

[info@norfolkFA.com](mailto:info@norfolkFA.com)

Any Club Official involved in a complaint investigation who is deemed to have a conflict of interests will step aside to allow another appropriate Club official to manage the complaint as per this Brundall Bolts Complaints Policy.

In the event of a relevant complaint being substantiated, the Brundall Bolts committee reserves the right to:

* Provide a warning as to future conduct.
* Suspend from Training/Matches/Membership.
* Remove from membership any person found to have broken Club Policies or Codes of Conduct following the first steps above.