



Parkwood Rangers Football Club

Complaints Procedure



Est. 1997

If any Player, Parent, Coach, Manager or any other Club member feels that they have a grievance or complaint about a Match or incident, or the Club Policies, Rules or Codes of Conduct have been broken, they should report the matter to the Club Secretary or another member of the Executive Committee in **writing** or Email. **Email complaints:** Parkwood will except an email complaint if all the information contained in the report form is in the content of the email.

(Please see report form for guidance).

The report should include:

- A brief report of the incident.
- Details of what, when and where the occurrence took place.
- If it relates to a match please include the date, opposition, team names, venue, age group and what competition it was in.
- Names of people involved if known.
- Any witness statement and names.
- A preference for a solution to the incident.

The Club's Committee will decide as to whether the complaint is an internal or external complaint.

External complaints: If the club agree to take the complaint forward, they must be accompanied by witness statements and written accounts of what happened. Complainants must also be prepared to attend any hearings that may be called on the back of the complaint.

Internal Complaints: Parkwood Rangers has a disciplinary procedure that is available on request. Any issues that are deemed necessary should be referred to the disciplinary procedure for further action. Committee members will sit on any hearings that are required to facilitate arbitration and conflict resolution.

The Club's Committee decision is final: All complaints will be given a written outcome either by email or club letter. If the complainant is still not satisfied they can raise a complaint directly with the affiliated county FA.

If necessary, all complaints upheld or not that may or may be recorded on our welfare log. (You will be informed if we record this on our log)



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Report Form

Name of Person raising complaint:

Position at Parkwood: Player/Parent/Manager/Coach

Other Club member: _____

Team name: _____ Age group _____

Complaint Details

Date of incident: / /

Where complaint took place:

(If a Match please fill out following - if not please go to page 3).

Date of game: _____

Opposition: _____

Team name: _____

Venue: _____

Age group: _____

Competition: _____

Names of People involved:

Content of Complaint - please give as much information as possible:

Any witness statement and names:

(Please attach details).

A preference for a solution to the incident:

Name of Person Making Complaint: _____

Signed: _____ Dated: _____

(If emailed, Parkwood will accept the email as dated and signed when received).