

Newark Town Football Club

Complaints and Appeal Procedure



POLICY

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Newark Town Football Club knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired To gather information which helps us to improve what we do

Stage 1

An informal complaint can be made to the manager or any official of the club. The manager or official should discuss the complaint and attempt to agree a way forward or a solution that suits both parties. It will always be the intention to resolve the issue on the spot, recognising an error and apologising (without prejudice) where necessary may result in a quick and satisfactory resolution for all parties.

The complainant should allow the manager or official sufficient time to investigate or remedy the complaint in the timescales agreed.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the complainant, or if they feel that they cannot make an informal complaint to the manager or official, the complainant should submit the details of their complaint to the club secretary within seven days from the date of the incident.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

NTFC will acknowledge receipt of the complaint within seven days and outline the course of action to be taken. NTFC will aim to resolve the matter within 6 weeks (any delays will be discussed with all parties).

Welfare or safeguarding complaints are to be put in writing to the club welfare officer by emailing cwo@newarktownfc.com.

Note: Any child protection concern, allegation or disclosure, regardless of the time-scale of receipt of the information will be reported to the appropriate authorities. Historical allegations of child abuse will be referred to the Police.

In some cases, the complaint may be passed directly to the County FA and we will work with them to determine the next course of action.

Stage 3

NTFC will carry out an investigation and will request verbal and written statements from both parties and any witnesses. The complaint will be discussed by the Disciplinary committee, who will include, no less than, the designated discipline officer, section leads, secretary and welfare officer if necessary.

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Where any club official, manager or volunteer is deemed by a majority of the committee to have committed a disciplinary offence, as defined by the Disciplinary Procedures/or the Rules, a meeting shall be arranged to discuss the most appropriate measures to be taken. A second person may attend this meeting. They will not be asked to speak but will be there to offer support to the 'defendant'.

RESOLVING COMPLAINTS

NTFC will keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part.

In addition, it may be appropriate to offer one or more of the following:

- 🏠 An apology
- 🏠 An explanation
- 🏠 An admission that the situation could have been handled differently
- 🏠 An assurance that the event complained of will not happen again
- 🏠 An explanation of the steps that have or are to be taken to ensure that it will not happen again
- 🏠 An undertaking to review club policies in light of the complaint

All the above MUST be recorded. It is helpful if complainants state what actions they feel might resolve the problem at any stage. An admission that the person/club could have handled the situation better is not the same as an admission of negligence.

An effective procedure will identify areas of agreement between parties. It is also of equal importance to clarify any misunderstanding that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.

It is important to note however, that should a complainant raise an entirely new, separate complaint, it must be responded to in accordance with the complaint's procedure.

APPEAL PROCESS

Any appeal on the decision made by NTFC must be made to the Club Chairman within 7 days of the Disciplinary meeting date.

1. A written appeal must be sent to the Chairman to include any new evidence.
2. A further meeting will be arranged as soon as possible thereafter, at which the 'defendant' will be given the opportunity to state his/her case either personally or with a representative. The decision of the Chairman will be notified, in writing within seven days.

If matters still remain unresolved, they will be passed to the County FA.