

## BARNLEY WOMEN'S FOOTBALL CLUB

### Complaints Procedure

Barnsley Women's Football Club is committed to providing a positive and inclusive environment for all our members. We understand that there may be instances when members or stakeholders have concerns or complaints. This complaints procedure outlines how you can raise and resolve any issues you may encounter while involved with our club.

#### 1. Informal Resolution:

We encourage individuals to attempt an informal resolution first by discussing concerns with the relevant party involved, whether it is a coach, manager, fellow member, fan, player or club official. Most issues can be resolved this way.

#### 2. Formal Complaint Submission:

If your concern remains unresolved after attempting an informal resolution, you may proceed with a formal complaint. Please follow these steps:

**a. Write Down Your Complaint:** Document your complaint in writing, providing as much detail as possible. Include the date, time, location, individuals involved, and any supporting evidence.

**b. Submit Your Complaint:** Email your written complaint to [contact@barnsleywomensfc.co.uk](mailto:contact@barnsleywomensfc.co.uk) ensuring the subject line contains "Formal Complaint - [Your Name]."

**c. Acknowledgment of Receipt:** We will acknowledge receipt of your complaint within five working days.

#### 3. Investigation:

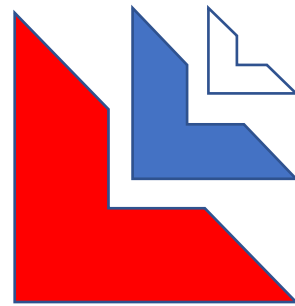
After receiving your complaint, we will initiate an investigation. The investigation may involve interviews with relevant parties and a review of any evidence presented. We aim to complete this stage within 14 working days.

#### 4. Resolution:

Once the investigation is complete, we will communicate the outcome to you in writing. The resolution may include one of the following:

**a. Resolved:** If your complaint is upheld, we will outline the measures taken to address the issue and prevent its recurrence.

**b. Not Upheld:** If the investigation does not support your complaint, we will explain the reasons for this decision.



### **5. Appeal:**

If you are not satisfied with the resolution, you have the right to appeal within 14 days of receiving the outcome. To appeal, please:

- a. Clearly state the grounds for your appeal.
- b. Email your appeal to the Chair of the Board with the subject line "Appeal - [Your Name]." – these details will be provided to you in prior correspondence.
- c. The appeal will be reviewed by a separate committee not involved in the initial investigation.

### **6. Final Decision:**

After reviewing your appeal, we will communicate the final decision in writing. This decision is considered final and binding.

### **7. Escalation:**

If you are dissatisfied with the way we handled your complaint, you may escalate the matter to the relevant governing body or authority responsible for overseeing football clubs in your region.

### **8. Confidentiality:**

We treat all complaints and appeals with the utmost confidentiality. Only individuals directly involved in the resolution process will be informed of the complaint.

### **9. Non-retaliation:**

We have a strict non-retaliation policy in place. No individual will be subject to adverse actions or consequences for raising a complaint in good faith.

At Barnsley Women's Football Club, we value the feedback and concerns of our members and stakeholders, and we are committed to providing a fair and transparent process for addressing complaints. Your input helps us improve our club and ensure a safe, enjoyable environment for all involved.