

Thamesview Grievance Policy

For use by any member of the club, Parent, Player or Officer.

Policy Introduction

Thamesview Football Club is an inclusive club dedicated to the development of Youth Football. However, we recognise that at times problems can arise that may require resolution.

Therefore, the following grievance policy applies

Stage 1 Informal Grievance

Raised with the individual, coach, parent or player that the problem involves. Or this can be in writing or verbally to the Club Secretary.

Stage 2 Formal Grievance

A written complaint sent to the Club Secretary that is received within ten days of the original event or actions you are complaining about, or within ten days of the informal process having ended if you remain dissatisfied. It is the Club Secretary's decision if an extension of time to submit a grievance or if late grievances will be accepted. You may appeal the Club Secretaries Decision by following the appeal process below.

The Grievance must set out

- When it happened
- Who you are grieving against or the policy or decision you disagree with
- Why you disagree with the decision, policy or person
- Witnesses if applicable or evidence you wish to use
- Outcome/s you are seeking

Stage 2 Formal Grievance Procedures

1. The club will respond in writing to you within 15 days
2. The club will arrange a meeting with you within 30 days
3. The club will provide a written response to your grievance within 10 days of the meeting
4. The written response will set out the appeal process if you remain dissatisfied

Formal Grievance Meetings Guidance on conducting the meeting and authority / decision-making powers of the board

1. Must have an independent board of a minimum of three and a maximum of five club officers
2. Welfare Officer or Deputy Welfare Officer must be on the board or suitable alternative
3. Board has the power to revoke or change any decision, and or recommend policy change if applicable but any recommendations must follow FA, KCFA or League rules / policy.
4. The board has the clubs authority to deal with matters relating to club decisions, harassment, discrimination or other complaints
5. Anyone giving representations to the board either as the person raising the complaint or as a witness is entitled to have a representative of their choice attend with them. However, they cannot speak on behalf of the person
6. Notes from the meeting must be typed up and attached to any decision and retained for 12 months
7. If disciplinary penalties are being considered, these must be set out at the beginning of the meeting or if possible in the letter inviting the person or witnesses to the meeting. However, if disciplinary issues come to the attention of the board during a hearing they have the power to either consider them or refer them to a Discipline Committee.
8. The Board can use any disciplinary penalties it feels are appropriate that are available within the club constitution
9. The board to follow the principles, guidelines and the relevant rules and laws of the game of Football when making decisions
10. To elect a Chair Person to represent any board and to ensure rules / procedures are followed

Appeals can be submitted for the following reasons and must be made within ten days of the original decision.

- The Grievance Process has not been followed or there are administrative errors.
- New Evidence
- Decision / outcome / penalties do or does not follow/uphold club rules or constitution

Stage 3 Appeals

Guidance / rules

1. An appeal must be heard by a minimum of three independent officers of the club within 15 days of receiving the appeal
2. Will ensure that the proper process has been followed
3. Will consider new evidence and relevance and impact on the original decision
4. Will ensure the decision has been reached according to the club rules and constitution
5. Will set out in the appeal letter if the original decision has been upheld or not
6. Will set out next stage (KCFA Complaints Procedure (Stage 4))

Further Guidance Grievance Board

The Grievance Board or Appeal Board will make their decisions or recommendations under the **'balance of probabilities'** principles.

Extensions of time or late submissions:

The Club Secretary or Chairperson of either the Grievance or Appeal Boards may make decisions regarding the acceptance or not of late submissions.

They should be guided by the need for fairness; reasonable reasons for delays and bear in mind the provisions and guidance available under the Equality Act 2010.

Witnesses - Witnesses can be asked to appear in person or submit a written statement and it is at the discretion of Board Chair, which they require.

Evidence - Evidence can be in the form of electronic, verbal or physical format. However, the board chairperson must be satisfied that any evidence is authentic and fit for the purpose of the board.

Additional Guidance

- FA Guidance
- KCFA Guidance
- Thamesview Guidance

Thamesview does reserve the right to temporarily suspend any member of the club from any facilities if there is a risk of any of the following:

- Risk of harm (Mental or Physical) to any child, officer or member of the club
- Risk of damage to any equipment or equipment, facilities the club is using
- Risk of damage to the clubs good name and reputation

The suspension can only last until the decision of the Grievance Board is communicated to the relevant parties.

The Club Secretary will make the decision on temporary suspensions if they believe any of the above breaches could or are likely to occur. Suspensions do not imply or indicate guilt of any party. They are there only to protect children, equipment and the club and have no bearing during the meetings and cannot be used as evidence against any party in the decision.

Any person who breaches a temporary suspension will have that breach brought to the attention of any decision making board and that can be used in evidence.

At no point should you communicate with witnesses after submitting your complaint nor should you or any party associated with you breach the clubs social media policy or discuss the complaint with any other party involved in the case.

Child Safety Policy

If the relevant Board/s or Secretary becomes aware of any breach of UK Law or become aware of any risk to a child's safety, they must inform relevant authorities in the first instance and without delay through the Child Welfare Officer of the club or governing league body.

UK Data Protection Law does apply in all other circumstances.

Equality Act 2010

If you or any party involved require any reasonable adjustments to attend or need help in any part of the process please inform the Club Secretary who will liaise with the relevant board to make any reasonable adjustments possible.

Policy Updates

Thamesview Football Club reserves to right to amend, change this policy at any time or to comply with any change in legislation.

Abuses of the Grievance Policy, IE repeated and unfounded grievances, malicious grievances will be dealt with under the Discipline Policy of the Club.

Policy Scope

Remember all club policies apply to all parents, and relatives of parents/members who have direct contact or any involvement in the club, this includes relatives attending matches as supporters, spouses or partners or siblings of any player member of the club.

It is the duty of the person signing the registration and other relevant forms to bring the clubs policies to the attention of these individuals, and you are responsible for any actions of people associated with you or any member of the club.

If you have any doubt whether the policies apply to you, you may contact the Club Secretary for further Guidance.

Club Secretary

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Welfare Officer & Disability Officer

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