



COMPLAINTS PROCEDURE AND GRIEVANCE POLICY

It is recognised that in any football club differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally. It is the policy of AFC Pogmoor to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

INFORMAL PROCEDURE

- Discuss the complaint with the aggravator and seek a resolution as soon as practical.
- Talk directly face to face.
- Avoid emails or messages via social media or text.
- Where no satisfactory solution is possible initiate a formal Grievance procedure.

FORMAL GRIEVANCE PROCEDURE

As soon as is practical issue a description of the complaint in writing to the AFC Pogmoor Chairman in accordance the FA Charter Standard Club Programme Complaints Procedure.

- The grievance must state the alleged issue, and in your view a suggested resolution to the grievance.
- A Grievance Panel will be formed consisting of three members of the AFC Pogmoor Club Committee.
- The Grievance Panel will formally respond to the grievance and if necessary request further information.
- A Grievance hearing involving all interested parties will be called, where all sides can put their case forward.
- Having heard all sides of the argument, the Grievance Panel will make a decision on how best to resolve the complaint. This decision will be communicated to all interested parties.
- Decisions on all grievances will be made within two weeks of the formal procedure being initiated.
- The decision of the Grievance Panel is binding and no appeal is allowed.