

# SOUTHPORT RFC COMPLAINTS PROCEDURE

**Southport RFC** aims to offer the highest standards of service to its members and those it serves and supports and is committed to continuous improvement. Feedback and constructive criticism are welcomed by phone, e-mail, letter or one-to-one communication. Please be aware that the club is run entirely by volunteers and any complaints procedure should reflect the context in which the club is organised.

## Informal Complaints

Where members, or others, are disappointed by levels of service or dissatisfied with isolated incidents within the club we would hope to agree a way forward through informal discussion. Anyone wishing to discuss an issue informally should contact Club Secretary John Kenny at [johnkennysRFC@gmail.com](mailto:johnkennysRFC@gmail.com) 07711 396197 for advice. He may then redirect you to the appropriate person or authority to discuss this further, should you not have already spoken to that person eg Team Coach, Director of Rugby etc.

**IMPORTANT** if you feel the matter is a safeguarding or welfare issue which in any way involves a child under 18 yrs of age, you should initially contact the Club Safeguarding Officer Neil Bayliff [neilbayliff@yahoo.co.uk](mailto:neilbayliff@yahoo.co.uk) 07725 364502 in confidence.

## Formal Complaints

Where a member of the club or other member of the public has a complaint, which they feel has not been resolved through informal means, or where the complaint is very serious they may make a formal complaint as follows:

1. If the complaint in any way involves a child under the age of 18 and therefore a potential child welfare or safeguarding issue, the written complaint should be sent to the Club Safeguarding Officer Neil Bayliff [neilbayliff@yahoo.co.uk](mailto:neilbayliff@yahoo.co.uk) with full details of the complaint and with as many facts as possible. You will be contacted within 48 hours.
2. For all other complaints put the full details of the complaint either in a letter addressed to John Kenny Southport RFC Club Secretary 29 Barrett Road Southport PR8 4PG or by e mail [johnkennysRFC@gmail.com](mailto:johnkennysRFC@gmail.com) We will contact you, normally in writing, within a maximum of seven days to acknowledge receipt of your complaint and if an immediate response to the complaint cannot be produced due to further investigation being required, we will inform you of an anticipated time scale in which a formal response to the complaint will be given. If necessary the instigator of the complaint may be contacted for more detail. We aim to investigate and provide a full written response to most complaints within 28 days. If this is not possible we will notify you of the anticipated time scale together with the reason for the delay.

In dealing with complaints the club will be take guidance from the various club policy documents including (but not limited to) those below, as well as current RFU governing body guidance and policy documents.

The Club Articles of Association and Club Rules

The Club Disciplinary Policy.

The Club Welfare/Safeguarding Policy

Club Selection Policy.

The club's final response with regard to your formal written complaint, will have always been approved by the Executive Board and therefore no further appeal process is appropriate.

If following the clubs response to your complaint you are still dissatisfied, you may wish to contact the club's CB Lancashire RFU or the governing body the Rugby Football Union for further advice.

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