



# Respect



A Charter Standard Development Club

## EB Lions AFC - Complaint Policy

In the event that any Player, Parent/Carer, Coach or Club Official feels that he or she has suffered discrimination, experience or witnesses something of concern or that EB Lions Policies, Rules or Code of Conduct has been broken they should report the matter to us via email to [secretary@eblions.co.uk](mailto:secretary@eblions.co.uk) & [chair@eblions.co.uk](mailto:chair@eblions.co.uk), who will then bring the matter to the attention of the committee.

For issues that are straightforward and easily resolved, requiring little or no investigation, a private word to the Coach or Club Official might remedy the issue or concern that has arisen. This is not to undervalue minor concerns, rather in some instances a remedy can be decided upon quickly and to the satisfaction of all (an apology, explanation or other action). For example, it may be some aspect of EB Lions policies have not been fully understood by a parent, or incorrectly applied by a Coach, or the club policy itself is unclear or contradictory. A private word with the 'frontline' person (e.g. Coach) might be the obvious and simplest approach to take. EB Lions would expect the issue to be resolved within **one week** and the Coach or Club Official is required to report to the Chairman the concern and resolution offered so that this can be agreed and recorded.

There is always the potential for more serious concerns to arise that require a more significant intervention. In these instances, a more formal process is required so that EB Lions can both record and address the issue or concern. Where a serious concern arises, this should be reported to any member of coaching staff or club official who is then required to pass this concern onto both the Head Coach and the Chairman. Once reported the Chairman and Head Coach are collectively responsible for the investigation of the major concern and for applying the following guiding principles:

- The complainant should be asked to make their complaint in writing to the Chairman detailing the complaint, and how they can be contacted so EB Lions can keep them informed of progress of their complaint
- EB Lions will remain in contact with the complainant and deal with the complaint constructively
- The complainant will receive timely confirmation by phone or email that EB Lions has received and is dealing with their complaint and that this should not be more than **5 days** from receiving the complaint
- EB Lions will investigate the complaint and respond to the complainant within **20 days** of the receipt (either with a proposed resolution, or details of further actions to be taken)
- EB Lions will investigate the complaint by looking at what might have gone wrong and/or what needs to be done to rectify the cause of the complaint. EB Lions will also assess whether someone has suffered any injustice, and what remedy would be fair and proportionate in the circumstances



- EB Lions will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines
- Where the complaint indicates a law may have been broken, EB Lions will inform the relevant statutory authority
- Sensitive complaints may need to be dealt with confidentially (e.g. that involves a safeguarding context) may include guidance from specific officers of EB Lions (e.g. Child Welfare Officers or the FA)
- Learning from something that has gone wrong, or is going wrong, and putting right mistakes is paramount to EB Lions. Seeking to hide mistakes is counter to the wider interest of EB Lions, its members and volunteers and therefore any investigation should be open, fair and respectful to all concerned.

