

## Complaints Policy

### Our Aim

Lancing Football Club is committed to providing a quality service for everyone involved at the club and working in an open and accountable way that builds the trust and respect of all. One of the ways in which we can continue to improve our service is by listening and responding to the views of our players, parents, coaches and volunteers but that also covers internal complaints made by the club. Our aim is to respond positively to complaints and put mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our club which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- We learn from complaints, use them to improve our club, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

1. They should report the matter to the Club Secretary.  
The report should include:
  - i. Details of what, when and where the occurrence took place.
  - ii. Any witness statement and names.
  - iii. Names of any others who have been treated in a similar way.
  - iv. Details of any former complaints made about the incident, date, when and to whom made.
  - v. A preference for a solution to the incident.
2. A response will be sent to the complainer within a week of receipt
3. The Club's Management Committee will sit for any hearings that are requested.
4. The Club's Management Committee will have the power to:
  - i. Warn as to future conduct
  - ii. Suspend from membership
  - iii. Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
  - iv. The club will endeavour to resolve any complaint within one month of receipt of the complaint. If the complaint is anticipated to require an extended period of



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resolution time you will be notified of this one week prior to the resolution date, a new expected resolution date will also be issued.

- v. The complainer has the right of appeal, which must be received in writing by the Club Secretary within 7 days of the verdict being issued. However the committee reserve the right to refuse the right to appeal if the breaches of any of the Club's policies are deemed as gross misconduct.



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