



# Crosfields

## Junior Football Club

Under 5s - Under 18s - Girls & Boys - Disability - Open Age

[www.crosfieldsjfc.com](http://www.crosfieldsjfc.com)



## Complaints Policy and Procedure

Crosfields JFC strives to be an open and transparent organisation which is committed to ensuring the best for all our players, volunteers and parents. Occasionally people feel that we are not doing things as we say we are and they may feel they need to complain.

The following procedure refers to complaints about poor practice that relate to a breach of our Club Ethos and Rules, or one of our Codes of Conduct (Parents', Players' or Coaches'). There are three stages to our complaints policy which are outlined in the three sections below.

Please note that concerns relating to Child welfare, abuse or bullying where a confidential approach may be desired should be referred in confidence to the Clubs Child Welfare Officer, Lisa Lloyd. Please see the Clubs "Child Protection" link on our web site: <http://crosfieldsjfc.com/> for more details of what to do if you have concerns about a Child's welfare and wish to use the confidential procedure.

### ***Stage1 - Informal***

The vast majority of issues are dealt with informally, and within the age group. A parent rep should be appointed for each team and they may hear a verbal complaint (about for example playing time) and they may talk to the coach involved or the Head of Age Group and the matter is resolved quickly. Alternatively a Manager may speak to a parent to resolve some issue of touchline behaviour. An exchange of e-mails, and/or telephone calls would also be considered an example of an informal complaint

### ***Stage 2 – Complaint to Compliance Committee***

If either party feels that the issue cannot satisfactorily be dealt with informally then they should complete the Complaints form. This can be downloaded from the website [www.crosfieldsjfc.com](http://www.crosfieldsjfc.com) printed out, completed, signed and posted to the Head of Compliance (88 Shackelton Close, Old Hall, Warrington WA5 9QE).

This formal complaint will be considered by the compliance committee consisting of Head of Compliance (or deputy), A Parent Rep and a Child Welfare Officer. They will usually arrange to meet with both parties and attempt to mediate between the parties and achieve reconciliation. They may take steps as they see fit to resolve the issue. Notes of all meetings will be kept, and (usually within one month) a letter will be written to the parties involved by the Head of Compliance. This will constitute the end of stage 2.

### ***Stage 3 - Appeal to Executive Committee***

If either party, or the Compliance Committee, feels that the issue has not satisfactorily been dealt with by the compliance procedure, they should e-mail the Club executive committee ([committee@crofieldsjfc.com](mailto:committee@crofieldsjfc.com)), explaining why they are not satisfied that the issue has been resolved.

The committee will not consider any complaint which has not been first dealt with by the Compliance Committee. The Executive Committee will meet after the monthly club meeting and discuss the matter. They may invite all parties involved. The Executive Committee may take reasonable steps to resolve the matter, which may even include suspension or expulsion from training, matches, or the club. The Club Secretary will write a letter to the parties involved. This will constitute the end of the complaint.

Any further appeal would need to be made through Liverpool County FA.