

## Ashton88fc - Complaints Policy and Procedure

Our aim:

Ashton88 Football Association is committed to providing a quality service for its Club Players and working in an open and accountable way that builds the trust and respect of our club players and relevant others ( parents, spectators, volunteers and key officials).

In order to continue to improve our service we adhere to listen and respond to the views of our club players and relevant others by:

- Making a complaint is as easy as possible, both informally and formally.
- Deal with it promptly, politely , correctly and when appropriate, confidentially.
- Recognise our limits as a club and seek FA support and share information appropriately where necessary.

What we expect from you:

- Politely challenge, be reasonable, work with us, be respectful.

Informal –

1. We strongly advise you speak to the coach in the first instance if safe to do so. A simple conversation can iron out some issues. This could be the assistant or lead coach, whichever is more comfortable for you. Ask for a “chat in private” at the end of the session or phone them if your prefer.
2. Email your concerns to the lead coach, try to be clear with your concerns and expectations where possible.

Formal –

1. Email safeguarding or welfare issues to the club Welfare officer, Emily Key [welfareashton88@gmail.com](mailto:welfareashton88@gmail.com) PLEASE NOTE, there is a separate safeguarding reporting policy, found on the clubs website and club portal.
2. Email any club issues to the club secretary, Sue Mason [ashton88fc.secretary@gmail.com](mailto:ashton88fc.secretary@gmail.com)

Formal Response – we aim to acknowledge your complaint within 2 days and formally respond within 7 days where possible, depending on the individual case.

Appeal – we encourage you to appeal the response if you are dissatisfied. Your appeal will be managed by The club chairman will take the lead on this. Gary Locke - [ashton88fc.chairman@gmail.com](mailto:ashton88fc.chairman@gmail.com). Appeal response times can take up to 10 working days.

It is important that our club learns from complaints and by using them to improve our service. We can do this in a number of ways. For example, be open to suggestions, embrace change, introduce new policies, provide further training, complying to FA guidance and review our complaints policy and procedures regularly or when required.

Reviewed: 20/11/2022