



Yeovil Town FC (Academy) Complaints Policy Version 1. Contents

1. Introduction

2. Aims

3. The complaint process

4. Monitoring and Review

5. Review Date 1/05/2020

1. Introduction

Yeovil Town FC (Academy) is committed to a fully transparent complaints policy which provides a fair process for both the complainant and the person being complained against.

2. Aims

All complaints received will be given careful consideration and will be dealt with as quickly as possible. We aim to resolve any complaint through dialogue and mutual understanding, as it is in everyone's interest that complaints are resolved at the earliest possible stage. In all cases we put the interests of the participant above all else Higher Duty of Care toward the child.) We will provide opportunities for any complaint to be fully discussed and then hopefully resolved.

3. The Complaints Process (may follow an informal or formal route.)

Informal Procedure:

- i. If a Parent/Carer is concerned about anything to do with the training offered to their child they should, in the first instance, discuss the matter with the lead member of staff in charge of the phase. In our experience most matters of concern can be resolved positively in this way.**
- ii. If the complaint is about the conduct of another participant, and it seems that the conduct complained about amounts to bullying, then the matter will be dealt with by the Lead Phase coach through the support of the Education and Welfare Officer in line with club's anti-bullying policy (Peer to Peer.) However, if the complaint relates to another participant being disruptive, then the Lead Phase Coach concerned will investigate liaising with Education and Welfare Officer. It will be dealt with in relation to the players Code of Conduct.**
- iii. If the complaint is about an Academy member of staff or volunteer, the complaint should initially be made to the Academy manager. If the complaint concerns the Academy Manager or the Education and Welfare Officer, the complaint should be made to the Senior Safeguarding manager (Please see Club's Safeguarding Policy.)**

Formal Procedure:

- i. It is hoped that all cases within reason would be dealt with quickly under the informal procedure identified above. However, where Parents/Carers feel that a situation has not been resolved through contact with the lead Phase Coach or that the complaint is of a sufficiently serious nature, they should make an appointment to contact the Academy Manager or the Education and Welfare Officer (safeguarding.) If the complaint concerns the Academy Manager or the Education and Welfare Officer, the complaint should be made to the Senior Safeguarding manager (Please see Club's Safeguarding Policy.)**
- ii. The Academy Manager will acknowledge any such complaint and consider any such complaint being made cross referencing with the Club's Safeguarding Policy. It will aim to resolve the complaint within 10 working days. If this is not possible, a letter will be sent explaining the reasons for the delay and will give a revised target**

date. Each case will be investigated thoroughly and if applicable witnesses will be interviewed (in person or by phone,) by the Academy manager / Education and Welfare Officer (Safeguarding) or the Senior Safeguarding Manager. If at any stage it is felt that there is a suspicion of abuse the matter will be referred immediately to the relevant statutory Safeguarding organisations (refer to club's safeguarding Policy.)

Written notes and accurate records of any meetings, telephone conversations and other relevant documentation will be kept securely.

Once the relevant facts have been established, the Academy Manager will give a response to the Parent/Carer either verbally or in writing if a meeting is not possible. Any written response will include a full explanation of the decision and the reasons for it, including where appropriate any action the Club will take.

The Complainant will also be informed that, should he or she wish to take the complaint further, he or she should notify the Club's Chairman in writing within 2 weeks (name and address available from the Club.)

Appeal Procedure:

- i. Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Club Chairman. This complaint must be made in writing, stating the nature of the complaint and how the Club has handled the complaint to date.
- ii. The Chief Operating Officer (on behalf of the Board of Directors,) will investigate all written complaints within 15 working days of receipt of the complaint. The Chief Operating Officer will invite the complainant to a meeting, who has the right to be accompanied by a third party (relative, friend, legal representation would not normally be appropriate.) The Club will give five working days' notice to the complainant regarding the date of the meeting.
- iii. After hearing the evidence, the Club Board will consider their decision and inform the parent/Carer in writing. The Board will ensure to resolve the complaint in the fairest manner possible. The Board will make findings and recommendations regarding the complaint, the Academy Manager and where relevant, the person complained about will receive a copy of its findings and recommendations within five working days.

Monitoring and Review:

- i. In order, to continue to improve the experiences that the Academy players have at the Club, it is essential that any recommendations that are put forward by the Board are monitored and reported on regularly.
- ii. The Academy will follow any local, national decisions which may alter the complaints process in the future and will modify as necessary. This policy is made available to all Parents/Carers on the Club's website, in order for them to be informed correctly.

Review Date:

