



## WOODNESBOROUGH FC

### COMPLAINTS PROCEEDURE

Woodnesborough FC follow the code of conduct for 'Coaches, Team Managers and Club Officials' published under the Forms section of the club website.

If anyone wishes to raise any concerns or has a complaint or grievance the process below should be followed.

1. Raise the issue with the coach at the earliest opportunity who will make every effort to resolve the situation informally.
2. If dissatisfied with the outcome make the complaint formally in writing within 7 days to the Junior Chair and Club Welfare Officer with as much factual information as possible. Specify the complaint and the nature of any resolution being sought.
3. The club disciplinary committee will be convened within 21 days comprising the club and junior chairs and the welfare officer. Kent FA will be notified.
4. Contact will be made with the complainant(s) and a meeting may be arranged to gather more information.
5. The complaint and all relevant information will be shared with the subject of the complaint for their response. A meeting with the committee may be held.
6. The disciplinary committee will consider all the evidence and come to a conclusion on whether the complaint is upheld and what sanctions if applicable are appropriate. Advice from Kent FA may be sought for consistency.
7. The outcome will be shared with all parties.
8. If any party remains dissatisfied with the outcome they should write to the Kent FA. Details of who to contact will be included in the correspondence at 7.