

Bedwell Rangers Football Club

Complaints Policy

Bedwell Rangers Football Club Complaint Handling Policy

At Bedwell Rangers Football Club (BRFC), we are committed to ensuring an effective and transparent process for handling complaints. This policy outlines our procedure for addressing concerns raised by players, team officials, parents, supporters, volunteers, and trustees.

It is important for football clubs to have a clear and effective system in place to identify, receive, address, and respond to complaints. We encourage early, open, and honest communication to resolve issues at the local level, such as between the complainant and the coach or manager. However, if the issue is not resolved or if the matter is more serious, we support the complainant's right to escalate the issue.

Our goal is to ensure that complaints are handled promptly, fairly, and impartially. We want to make sure that everyone feels confident that their concerns are taken seriously and addressed in a timely manner.

At BRFC, we see complaints as an opportunity to learn, improve, and make necessary changes.

What is a Complaint?

A complaint is an expression of dissatisfaction about the service provided, or concerning the behaviour of team officials, players, trustees, volunteers, or parents. Complaints may relate to conduct that is unsafe, unprofessional, discriminatory, offensive, or intimidating. They can also arise from violations of club rules or policies.

We take all complaints seriously and assure you that raising a concern will not lead to any harassment, bullying, or disadvantage. Regardless of age, gender, disability, race, religion, sexual orientation, or other personal characteristics, all complaints will be handled fairly and openly.

Confidentiality and Data Protection

We respect your privacy and will handle all personal information provided during the complaint process with the utmost confidentiality. Your complaint will only be shared with those directly involved in investigating or resolving the issue.

Please note that this policy does not replace our safeguarding procedures. If a complaint involves concerns about harm to a user, the Club Welfare Officer must be notified immediately.

Stage 1 - Informal Resolution

For minor complaints, the issue can often be resolved quickly at the time it arises. If the matter is minor, please speak calmly to a Club Official, who will attempt to address the issue.

If the matter cannot be resolved informally, the complaint may be escalated to the next level. In this case, we may request your contact details so we can inform you of the process for further steps.

All verbal complaints are taken seriously, and Club Officials are required to address concerns promptly.

Stage 2 - Formal Resolution

If you are dissatisfied with the outcome of an informal resolution, or if the complaint is of a more serious nature, please submit your complaint in writing to **bedwell.complaints@gmail.com**

Complaints regarding any member of the Club, including trustees, should be directed to the Governance Officer, who operates independently of the trustees and has no decision-making role within the Club.

To submit a formal complaint, please ensure the following information is included:

- Your full name and contact details (telephone and email).
- A clear description of the issue or concern.
- Names and contact details of any witnesses, if available.
- Details of any previous similar complaints, including dates and recipients.

- Names of anyone who may have experienced or witnessed similar issues.

Upon receipt of the complaint, the Club will:

- Acknowledge receipt within 3 days.
- Assign an investigating officer and inform you of their name.
- Investigate the complaint, which may involve speaking with the complainant, witnesses, and others involved.
- Complete the investigation and provide an initial response within 28 days. If the investigation is delayed, you will be informed.

Each complaint will be given a reference number to track the case. Once the investigation is complete, we will inform you of the outcome, which may include:

- **Resolution:** Actions taken to address the issue.
- **Apology:** A formal apology if the complaint is upheld.
- **Action:** Corrective measures, such as policy changes or disciplinary action.

If you are not satisfied with the outcome, you can escalate the matter to Stage 3.

Stage 3 - Escalation to Club Chairman

If you are unsatisfied with the outcome at Stage 2, you may contact the Club Chairman, who typically has not been involved in the original investigation. The Chairman's contact details can be found on the club's website.

The Chairman will conduct a further investigation and inform you of the outcome within 14 days.

Stage 4 - External Escalation

If, after Stage 3, you are still dissatisfied with the resolution, you may contact the relevant football authorities:

- **Herts Football Association**

By following this procedure, BRFC aims to ensure that all complaints are dealt with fairly, promptly, and in a manner that helps improve the overall experience for everyone involved.

Bedwell Rangers Football Club **Complaints Procedure**

Since complaints can be made about any club official or trustee, it is crucial that all complaints are documented separately and thoroughly investigated.

Process for handling complaints at BRFC:

- **Dedicated Email:** All complaints should be sent to **bedwell.complaints@gmail.com** for proper tracking and investigation.
- **Complaint Database:** All complaints will be logged in a database to track:
 - Number/type of complaints
 - Investigation details (officer, dates, action, results)
 - Auditing and record-keeping.

Complaint Process:

1. **Logging:** Complaints are logged with a reference number, and details like the complainant, date, officer, type, and result are recorded.
2. **Categorization:** Each complaint will be categorised to determine the appropriate person to investigate.
3. **Acknowledgment:** The complainant will be acknowledged within 3 working days, including details of the investigating officer and response timeline.
4. **Investigation Timeline:** A full report will be given within 28 days, or the complainant will be informed of delays.
5. **Further Information:** If more information is needed, the investigating officer will contact the complainant and any witnesses.
6. **Resolution:** If the complainant is unsatisfied, they will be informed of the next steps.
7. **Courtesy:** All interactions will be respectful and professional.

Complaints Allocation:

- Boys/Inclusive Teams: Head of Boys
- Girls/Inclusive Teams: Head of Girls
- Club Registrations: Registration Secretary
- Club Finances: Treasurer
- Club Procedures: Club Secretary
- Safeguarding Issues: Welfare Officer

Complaint Categories:

- **Player Behaviour** (Code PB)
- **Team Official Behaviour** (Code OB)
- **Parent/Guardian/Supporter Behaviour** (Code SB)
- **Internal** (Code I)
- **Inclusivity and Diversity** (Code ID)
- **Club Management** (Code CM)
- **Trustee** (Code T)
- **Team and Coaching Issues** (Code TC)
- **Player Development** (Code PD)
- **Player Welfare - Safeguarding** (Code S)
- **Matchday Issues** (Code M)
- **Referee Issues** (Code R)
- **Other** (Code O)