

Salisbury Rovers FC Complaints Policy



Introduction

Salisbury Rovers FC has clearly stated and communicated policies, rules and codes of conduct, which say what the Club has to offer and expect from players, spectators, coaches and officials, this will limit potential complaints.

Most complaints will be dealt with by referring individuals to club policies, rules and codes of conduct. However, the Club may receive complaints which cannot be satisfied via these routes. The Club has therefore devised a Complaints policy and procedure, which relates to complaints about Salisbury Rovers FC made from inside or outside of the Club

If:

- A member of the Club (i.e. player or official) believes that they have suffered discrimination in any way, or that the Club policies, rules or code of conduct have been broken;
- Or a person from outside of the Club feels aggrieved by actions by the Club or by the Club's individual member, the complainant should follow the procedures in paras 2 below.

Role of Club Committee

1. The Club Committee should delegate decision making to two or more individual committee members so that, in any one case, different committee members make the separate complaint and appeal decisions. This will ensure that appeal decisions are made independently of the original complaint decision.

Complaints procedure

2. The complainant should submit their complaint in writing to the Club's Committee. The complaint should include:

- Details of what, when, and where the occurrence took place;
- Any witness statement and names;
- Names of any others who have been treated in a similar way;
- Details of any former complaints made about the incident, date, when and whom they were made;
- A preference for a solution to the incident;
- Whether the complainant wants a personal hearing.

3. The Club's Committee will:

- Arrange, and sit for, any hearing that is requested;
- Decide whether to uphold or dismiss the complaint;
- Have 14 days to make this decision & put it in writing to the complainant;
- And with any upheld complaints, have the power to deal with any "offender" under the Club's Disciplinary policy and procedures.

4. If the complainant is unhappy with the outcome of their original complaint, they can appeal to the Club Committee. Any appeal must be in writing setting out the reasons why the complainant believes the Committee's decision is incorrect.

5. The Committee will have 14 days to make a final decision and put it in writing to the complainant. Individuals have the right to seek guidance from the County Football Association if matter is related to Salisbury Rovers FC where they feel they have been treated unfairly by the Club's Committee.