

Moreton Hall Youth FC Complaints Procedure

At Moreton Hall Youth FC, we are committed to maintaining a safe, respectful, and positive environment for everyone involved in our club. We take all complaints seriously and aim to resolve issues promptly and fairly.

Step 1: Raise the Concern

If you have a complaint, please first try to address it informally by speaking with the relevant coach, team manager, or club official. Often, issues can be resolved quickly through open and respectful communication.

Step 2: Submit a Formal Complaint

If the issue is not resolved informally or if you feel uncomfortable addressing it directly, please submit a formal complaint by emailing one of the club officials listing on the Contacts page of the web site.

Please include as much detail as possible, including:

- Your name and contact information
- The date, time, and location of the incident
- A description of the issue
- Any supporting evidence (e.g., emails, messages, witness statements)

Step 3: Acknowledgement and Investigation

We will acknowledge receipt of your complaint within [Timeframe, e.g., 5 working days]. An independent club official will investigate the matter thoroughly, which may involve speaking with those involved and reviewing relevant information.

Step 4: Outcome and Response

We aim to respond with a resolution within [Timeframe, e.g., 14 days] of acknowledging the complaint. We will inform you of any actions taken and, if appropriate, provide guidance on further steps.

Step 5: Appeals

If you are not satisfied with the outcome, you may appeal in writing to [Appeals Contact], and we will review the decision accordingly.

Confidentiality

All complaints will be handled with confidentiality and in accordance with our safeguarding and data protection policies.

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