



COMPLAINTS PROCEDURE

Raising a Grievance

In the first instance, persons should approach their respective Team Manager (or a Club Official if the grievance is against the Manager) and notify them that a grievance/complaint is being raised. Personnel must provide to their Team Manager or Club Official (normally the Club Secretary) a written statement (either hard copy or Email) explaining their grievance and the basis of it. All relevant points and factual supporting evidence should be clarified in the statement. The complainant will normally then be invited within 14 days of presenting the grievance to attend a meeting to discuss it. The complainant must take all reasonable steps to attend the meeting. Unless further investigation is required following the meeting, the complainant will be advised in writing of the outcome within 14 days or as soon as practicable after that. During an investigation if for some reason there is a delay in establishing outcomes for whatever circumstance all parties should be informed in writing by the lead person responsible for heading the investigation. If, at any time, a complaint is made against a Committee Member then this matter must be dealt with by the Chairperson. If the complaint is against the Chairperson, then the matter should be dealt with by the rest of the Management Committee.

Complaints involving Child Safety/Welfare

Complaints of a sensitive nature involving allegations of Child Abuse/Child safety or any Child concerns must be brought to the attention of the Child Welfare Officer (CWO) in the most confidential manner by either a verbal or written communication. Should an issue be raised in the form of verbal communication it must be followed up in writing within 48 hours. No other Club members or Committee members are to be informed. The (CWO) will decide what action is to be taken based on the information received by the complainant following the disclosure. If, at any time, any person involved with the Club has a concern regarding the safety of any child they are encouraged to speak with the Child Welfare Officer in the strictest of confidence and no other party. Complaints of this nature will be dealt with under the direction of the (CWO) who may if required consult with senior Management Committee and then seek guidance from the DSO at Hampshire FA.

Appeals

The grievance/complaint and normally the outcome of the hearing are final. Should personnel wish to appeal, reasons for the appeal should be submitted in writing to the Club Secretary. When the individual is informed of the outcome of a disciplinary meeting, he/she will be advised of their right to appeal against the disciplinary decision. The basis of any appeal should be made in writing within seven (7) calendar days of notification of the disciplinary action. The individual will be invited within seven (7) days of putting in their appeal to attend an appeal hearing. Individuals attending appeal hearings have the same right to be accompanied as those attending disciplinary hearings. Unless further investigation is required, the decision in connection with the appeal should be notified in writing within seven calendar days of the appeal hearing or as soon as practical thereafter. If it is necessary to spend longer than seven days investigating the appeal the Club Secretary may advise accordingly. The outcome of any Club appeal is normally final. The grievance procedure may not normally be used for the purpose of appealing against a disciplinary decision. The grievance outcome and right to the grievance process will terminate upon the conclusion of any association with the Club by the complainant.