



## MK Netters Complaints Policy

MK Netters wishes to ensure all members and volunteers that we take any complaints seriously and aim to resolve the issues in a professional manner. Should anyone who has a complaint wish to bring it to our attention in a formal manner then we ask that the following process is followed: -

### Who to contact:

- **Head Coach & Chairperson** - all issues relating to running of training sessions, competition, squad selection, playing structure
- **Safeguarding Officer** - for any issues regarding members and volunteers, players or coaches at training or on match days, any concerns around players safety, welfare, health & wellbeing
- **Chairperson** – any issues relating to the general running of the club/administration

### Process for lodging a complaint:

- Submit in writing by email or letter to the relevant person as indicated above
- Acknowledgment of receipt will be issued within 3 days
- A discussion group to consider the complaint will meet within 7 days
- A response to the complainant advising initial response / findings / outcome will be sent within 10 days.
- Details of any independent adjudicator being required will be issued within 10 days.

Emails for communication

Chairperson: [louise.collard64@gmail.com](mailto:louise.collard64@gmail.com)

Safeguarding: [simms.lucy@hotmail.co.uk](mailto:simms.lucy@hotmail.co.uk)

Head Coach: [Julietucker250768@yahoo.co.uk](mailto:Julietucker250768@yahoo.co.uk)