



Winnersh Rangers FC Grievance Procedure

Winnersh Rangers prides itself on providing a fun and fair environment for children to learn about and play football. The club's philosophy is that children should learn how to compete to win fairly and skilfully within the laws of the game.

To this end the club has a code of conduct, which it expects parents, spectators and players to adhere to.

The Manager's of individual teams are charged with running, selecting and coaching those teams and communicating with the parents of team members. They are also charged with ensuring that all training and playing activities are carried out within the code of conduct.

However the club recognises that there may be occasions when parents feel there are problems or concerns over a particular issue. For such cases this grievance procedure has been established.

Note: This procedure is primarily intended for parents who feel they have a grievance. However Managers may use the same procedure.

Stage 1

Any grievance should initially be dealt with between the parent and manager or manager and committee. At this stage it is expected that the matter should be raised promptly and dealt with informally between the two parties and a resolution be agreed without the need of other third parties to be involved. In all instances the Winnersh Rangers club policies and procedures should be referenced for guidance and direction.

Stage 2

If the party with the grievance is unsatisfied with the proposed resolution, then the matter will need to be dealt with more formally by putting the grievance in writing (email is sufficient) and this should be addressed to the manager or a committee member (in the first instance this would normally be the Manager Liaison Officer) copied to the Club secretary. This should detail the nature of the grievance and, where necessary and if applicable, dates, witnesses etc relating to the matter.

The manager or committee member should then respond in writing again detailing their response (again this must be copied to the club secretary). A response should be made within 7 days of the initial correspondence.

Stage 3

If the matter is still unresolved, then the matter should be escalated to the Club Secretary and Chairman for resolution.

They will arrange to meet both parties independently (and any named third parties or witnesses if applicable). This will happen within 2 weeks of the escalation. The meetings will be minuted.

Any final decision on the matter will be at the jurisdiction of the Club Chairman and Secretary (in conjunction with the full committee). In all instances, the Club's policies and procedures will be the basis of the decision making process and/or the appropriate league policies or procedures or FA rules and regulations.

The outcome of the meeting will be advised to the parent and manager in writing.

The decision of the committee is the last step in the procedure.

Exceptions

1. This procedure only applies to problems or concerns arising directly from the club's activities i.e. playing matches or training. Problems or concerns, which arise outside of these times, will only be considered if the committee believes there are exceptional circumstances.
2. Allegations of racial, physical or sexual abuse should be raised immediately with the club secretary and followed up in writing as soon as possible thereafter.