



ACCREDITED
PART OF ENGLAND FOOTBALL



Laceby
Football Club



Complaints Procedure Policy

If any member of the Club feels that he or she has suffered discrimination in any way or that the club's Policies, Rules or Codes of Conduct have been broken, they should follow the procedures here.

They should report the matter utilising the club 'Complaints Form' to the Club Chairman or another member of the Club Committee.

lacebyfc@gmail.com

The report 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 to whom
- A preference for a solution to the incident

The Club's Management Committee will sit for any hearings that are required.

The Club's Management Committee will have the power to:

- Warn as to future conduct
- Suspend from membership
- Remove from membership any person found to have broken the Club's Policies or Codes of Conduct

If the complaint is about the Club's Management Committee, the member has the right to report the discrimination to the relevant County FA.

Laceby FC Complaints Procedure

concern: As someone who is reporting the concern:	As someone who the concern is about:
Please report your concern to Laceby FC committee via the following email address lacebyfc@gmail.com or to our Child Welfare Officer via cwolacebyfc@gmail.com .	Once a concern has been received by the club via the formal channel, you will be notified that a concern has been raised about you from a member of the Executive Committee, who will be completing the investigation into the concern.
Please make every effort to ensure your concern is reported within 48 hours of the concern happening	Unless appropriate to do so, you may not be told who has raised the concern, but you will be told what the nature of the concern is
You will receive official receipt of your concern within 48 hours of reporting via the official pathway	You will be given the opportunity to formally respond to the concerns raised
Depending on the nature of the concern, a member of the Executive Committee will hear the concern	The person dealing with the concern, may ask you for additional context on any matters, if further clarity is needed
The Executive Committee is: Chairperson Chris Hurton Secretary Matt Mclaughlin Treasurer Mike Hall Welfare Officer Matt Mclaughlin	All investigations via the formal process will aim to be resolved within 20 working days from official receipt
The person hearing your concern, may ask you for additional context, and will complete an investigation into what has been reported	Both the person reporting the original concern, and the person who the concern implicates, will be notified of the outcome
This may involve: -Obtaining statements -Obtaining other relevant evidence -Consulting with the Lincolnshire FA	<p>Possible outcomes from reported concerns:</p> <ul style="list-style-type: none"> -No further action (NFA) -Verbal warning about future conduct -Written warning about future conduct -Temporary suspension from the football club -Completion of specified FA education course -Formal meeting with the Executive Committee <p>Although it is a scenario that the club will never wish to arrive at, there is also the possibility that along with the parent/carer being suspended from the club, any dependents registration may also be removed permanently.</p>

*This policy will be reviewed annually by the Club Committee

**The eventual decision of the Club Committee is final

***If the complainant has concerns over the application of this process by a member of the Club Committee, they should contact the Lincolnshire FA

Reviewed: September 2024

Next Review: December 2024

Complaints form

Name:

Contact number:

Email address:

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 to whom	
A preference for a solution to the incident	