



Complaints procedure

Purpose: Farnborough JFA are committed to making sure that all involved with the club put players safety and enjoyment above all other aspects of the game and will hold all club officials and players to the same high standard as required by the FA. We will take all complaints seriously and as such will investigate any issues or concerns raised by players, coaches, parents, league officials or members of the public. The expected behaviours are set out in the Code of Conduct for player/coaches, club officials/ spectators.

Scope: Any person or persons involved with coaching, playing, or spectating at either a training session or matchday activities which involve a Farnborough JFA team, whether that is in the regular league season with development league or competitive environment such as league, cup or tournament.

This complaints policy covers any area of concern in which the safety of a player is to be put first and foremost with all decisions that club officials make within their team setting. Depending on the severity of your concerns then you should contact the responsible person in the club, that would be the team coach, child welfare officer (CWO), club secretary (CS), club chairman, Hampshire CWO.

If you have any concerns about where a child is being harmed, either physically or mentally this needs to be reported directly to the club CWO immediately, if they are unavailable then the Hampshire CWO would be the next step, contact details are at the end of this document.

If your concern is about the training schedule or matchday activities, then we ask that you first approach your team coach to discuss and come to a resolution. If this has been attempted and the concern is still ongoing and not resolved then this is to be escalated through the CWO in the first instance, if they are unavailable then the club secretary. This must be in writing detailing the reasons behind your concern, who is involved within the complaint and any dates that were involved.

Once the CWO or CS have received the written complaint then they will either attempt to hold a meeting between the concerned party and the person who is cause for concern to attempt to come to an agreed solution, if the cause for concern continues past this meeting OR is too serious for a mediation meeting then a full investigation will be carried out into the concern and those involved. Depending on the severity of the concern, the club hold the right to suspend the person who is as cause of the concern from all football related activities, whether they are a player, club official or spectator.

The club will aim to complete the investigation in a timely manner so to keep disruption to a minimum but will not rush any outcome for footballing reasons. Once the investigation has been completed then any outcome that results will be first communicated to the person/persons who was being investigated and then if required communicated to the person/persons who raised the concern and the team they are affiliated to.

The outcomes that could result from an investigation could be, but not limited to

- ! Suspensions from training and match day activities
- ! Ban from training and match day activities
- ! Removing coaches from team activities



- ! Holding players registration if monies owed to the club is not played

The club will hold a three-strike rule for minor breach of code of conduct set out for players, coaches and spectators

- ! 2-week matchday suspension
- ! 6-week matchday suspension
- ! Ban from any further matchday to training activities

The club holds the right to mis out a step should they feel the breach of conduct is serious enough to do so.

Safeguarding Contact Details for NEHYL

For all safeguarding concerns email our Welfare Officer ChildProtection@nehyl.org.uk or call on 01252 628345. For concerns regarding opposition players contact the Club CWO in the first instance.

In an emergency call the NSPCC 24-hour helpline on 0808 800 5000 (also refer to Childline Website or CEOP) or the FA commissioned helpline on 0800 023 2642. If a child or children are at immediate risk, call the police.