



## Complaints Procedure

Any abuse of the code of conduct or child protection policy by a coach, player or parent must be reported to the Athenry Association Football Club Committee immediately and/or to the club Child Safety Officer where appropriate.

When writing your complaint, keep the following in mind:

- If possible, type the letter, or write it clearly and neatly
- Try to keep the message short, clear and to the point
- Clearly set any history of your case: the date of the event and area of concern, who you spoke to if relevant and what the problem is.
- Give a clear description of the events
- Say what you want them to do to resolve your complaint
- Attach copies of any relevant documentation if applicable (keep the originals yourself)

A complaint will be dealt with by any of the following;

Athenry Association Football Club Committee

Athenry Association Football Club Committee and Club Child Safety Officer

Athenry Association Football Club Disciplinary Committee and Club Child Safety Officer

Further information on our Child Protection Policy and Code of conduct are available to view on our website [www.athenryfootballclub.com](http://www.athenryfootballclub.com)

For information on the FAI Concern/Complaint Policy visit

<https://www.fai.ie/sites/default/files/atoms/files/FAI%20Concern-Complaint%20Policy.pdf>

### Contact Details:

Email : [Athenry@Galwayfa.ie](mailto:Athenry@Galwayfa.ie)

Post: Athenry FC, Moanbaun, Athenry, Co Galway H65 NY66.

Secretary: Niamh Hoarty 086 0666124

Female Child Welfare Officer: Shirley Hanley 087 2434294

Male Child Welfare Officer: Paul Yaxley 087 2273511