



Spratton & Pitsford Pumas Football Club Complaints Procedure

This document sets out the complaints procedure for Spratton & Pitsford Pumas Football Club. It is intended to provide a transparent and respectful process for parents, guardians, players, volunteers, and club representatives.

1. Purpose

The Club is committed to providing a safe, respectful, and positive football environment for all players, parents, coaches, volunteers, referees, and spectators. This procedure explains how concerns or complaints can be raised and how they will be managed fairly, consistently, and confidentially.

2. Scope

This procedure applies to all club activities including training sessions, matches, tournaments, travel, social events, digital communication, and conduct on social media or messaging platforms associated with the Club.

3. Informal Resolution

Parents or guardians are encouraged, where appropriate, to raise minor concerns informally with the relevant Team Manager or Coach in the first instance. Many issues can be resolved quickly through respectful discussion.

4. Formal Complaints

If a concern cannot be resolved informally, or if the matter is serious, a formal written complaint should be submitted to the Club Welfare Officer or Club Secretary within 14 days of the incident where possible. Complaints should include details of the issue, dates, individuals involved, and any supporting evidence.

Contacts of these are located on the club website:

<https://sprattonandpitsfordpumas.co.uk/committee>

5. Investigation Process

The Club will acknowledge complaints within 5 working days and will investigate fairly and impartially. Relevant individuals may be interviewed and evidence reviewed. Confidentiality will be maintained wherever possible.

6. Outcomes

Following investigation, the Club may determine that no further action is required, recommend mediation, issue warnings, implement behavioural agreements, suspend individuals from club activities, or refer matters to the County FA or relevant safeguarding authorities.

7. Safeguarding Concerns

Any safeguarding or welfare concerns involving children will be treated as a priority and may be referred immediately to the Club Welfare Officer, County FA Designated Safeguarding Officer, statutory agencies, or The FA safeguarding team.

8. Appeals

If a complainant is dissatisfied with the outcome, an appeal may be submitted in writing within 7 days of the decision. Appeals will be reviewed by a separate Club committee representative where possible.

9. Expected Behaviour

The Club expects all parents, players, coaches, volunteers, and spectators to behave respectfully at all times. Abuse, harassment, discrimination, threatening conduct, or inappropriate behaviour online or in person will not be tolerated.

10. Confidentiality and Records

The Club will keep appropriate records of complaints and investigations in line with data protection requirements. Information will only be shared on a need-to-know basis.

Approved by Spratton & Pitsford Pumas Football Club Committee

Date: 25/09/2025