



# Welcome to Newcastle Dynamo Football Club

*Developing football players with the highest of standards*

## Complaints Policy 2024/2025

Newcastle Dynamo (the club) is a child centric, a player centric football club. We are aware of our responsibility to safeguard every child. We are committed to providing a fun, safe environment to enable our children to play football. A child is anyone under the age of 18. We follow the FA's safeguarding children policies and procedures and work closely with the FA to ensure our safeguarding standards are both compliant and fit for purpose.

Should you wish to make a complaint for any reason to the club, please note the following information, which provides details of our policy/our approach towards complaints:

- We aim to be fair and reasonable.
- Our complaints process is easy to follow.
- People understand how to complain to the club and to whom.
- We aim to investigate all complaints, fairly and always with a view to providing a positive outcome where possible.
- We aim to investigate all complaints quickly.
- We aim to review our complaints process at least annually, in order to improve the way we handle complaints.

### **What is a complaint?**

Where someone is not satisfied about anything connected to the club.

### **Complaints process**

All complaints will be dealt with in the same manner, unless deemed a safeguarding and/or welfare issue. In which case, please refer to our relevant policies. Complaints can be made to the club, in writing, by emailing the Chairman at [chair.newcastledynamofc@outlook.com](mailto:chair.newcastledynamofc@outlook.com)

The Chairman will aim to resolve your complaint with you, informally. If a formal complaint has been made, the Chairman will work with other Committee members to review and collect information as deemed required to assess and resolve the complaint. At Newcastle Dynamo Football Club, we prefer our coaching team members not be in receipt of complaints. We would prefer complaints to be directed to the

Chairman in the first instance. We would like our coaching team members to focus on coaching. When dealing with complaints, we will follow the process below:

1. The Chairman will review the complaint received and will aim to resolve, directly and informally over the telephone or in-person.
2. If a formal complaint has been made, the Chairman will record the details of the complaint and will organise a meeting with relevant parties as deemed required in order to hear the complaint in more detail. This will allow Committee members to assess the complaint.
3. The Chairman will determine who is required to deal with the complaint, either within the club or by third parties (such as the Police, the FA).
4. The Committee will agree their response to the complaint and will either telephone the person(s) who made the complaint or will respond, formally, by email with the clubs decision(s).
5. We aim to complete this process within 14 days from receipt of the complaint.
6. Should the person(s) not be satisfied with the outcome, they can appeal, in writing to the Chairman within 14 days from the date of the clubs notification/response. If no such appeal is received, the club will consider the matter closed.
7. If an appeal is made, the Chairman will make a further decision within 7 days from receipt of the appeal, notifying the outcome to the person(s) who made the appeal, by email.

Persons making a complaint to the club, where upheld, will receive an apology and an explanation if an error has been made and will aim to articulate any corrective action(s) being taken by the club. The club will aim to ensure that the issue is not repeated. We want everyone who is connected to our club to be happy.