



BBFC Complaints Procedure

1. Informal Resolution:

- If a concern arises, the first step is to address it informally. This could involve speaking directly with the team coach or a club official.
- Many issues can be resolved quickly through open communication, such as clarifying policies or addressing misunderstandings.

2. Formal Complaint:

- If the issue is not resolved informally, the complainant should submit a written complaint to the club Chairman, Secretary or Child Welfare Officer depending on the nature of the complaint.
- The written complaint should include 'all' details of the issue and extenuating circumstances, relevant dates, and any supporting evidence.

3. Acknowledgment:

- The club supporting officer will acknowledge receipt of the complaint within 7 days.
- The complainant should be informed about the next steps and the expected timeline for resolution. This period will depend on the circumstances and availability of the individuals involved.

4. Investigation:

- Depending on the nature of the complaint the investigating officer will bring their findings to a selected committee or a designated panel prior to response/outcome.
- The investigation may involve gathering statements from involved parties, witnesses and reviewing relevant documents. If the club feels the complaint is greater than can be resolved internally then it will engage the relevant FA body.

5. Resolution:

- The club should aim to resolve the complaint within a reasonable time not limited to 28 days.
- The outcome will be communicated to the complainant in writing, including any actions taken or remedies offered.

6. Escalation:

- If the complainant is not satisfied with the resolution, they may escalate the matter to the local County Football Association (CFA) or The FA.
- Serious issues may also be referred to external authorities like the police or social services.

7. Record Keeping:

- The club will maintain records of all complaints, investigations, and outcomes for future reference and to ensure appropriate transparency