



G3A Football Academy/Club

07902191639

G3afootballacademy1@outlook.com



Appeals Procedure

You can appeal the result of a grievance or disciplinary procedure. The appeal must be in writing. The appeal must be submitted to either director of G3A Football Club, Thomas Elliott or Brad-Lee Gascoigne. You must make the appeal within 2 weeks of the grievance; the directors will then invite you to a meeting to discuss the appeal. Once the meeting is over the directors will then have their own meeting to discuss the outcome and come to a conclusion. Finally, you will be invited to talk to the directors where you will know the conclusion of the appeal. Minutes of all the meetings will be recorded by one nominated person and filed safely away.

Complaints Procedure

Here at G3A we are open to suggestions and ideas from parents and carers which can help to improve the running of our club. However, if someone wishes to make a complaint against anything that they feel is unacceptable they can do so verbally with either director on site, Thomas Elliott or Brad-Lee Gascoigne. If you do not wish to talk face to face you can contact us via email, phone or one of our social media platforms:

Facebook – G3A Football Academy

Instagram - @g3a_footballacademy

Email – tomelliott7@hotmail.co.uk or bradgascoigne4@hotmail.co.uk

Phone – 07703690309 or 07585863667

After receiving the complaint, we will deal with this promptly and we take all cases seriously with a full investigation. A record of the complaint will be made including date, nature of complaint, how we have dealt with it and what the outcome is. This record will be kept for a period of two years. If a parent is unhappy with the outcome we are happy to have a further discussion until we reach a mutual outcome for both parties.

G3A will always take complaints very seriously and hope to resolve them swiftly and professionally, working within our policies and procedures. All complaints will be kept confidential and only discussed by the persons involved and/or any outside professionals for help and advice.

Reviewed: 21/05/2021