



## Complaints Procedure



### INTRODUCTION

Horwich RMI AFC aims to foster positive relationships between Coaches, volunteers, players and their parents, along with other members of the community. The Club has stringent Codes Of Conduct that must be adhered to by all who are associated with the Club. The Club builds an inclusive environment where all players have access to a wide range of opportunities and experiences.

### CONCERNS

In the event that any parent, or guardian or player is unhappy with a situation that arises during training, matches or Club events, they should communicate in the first instance with the Coach. This communication must be:

- Respectful
- Conducted in private and outside of match/training hours-in keeping with all Club Codes Of Conduct-ideally face to face

In the event that any player is unhappy with a situation that arises, then youth players parent or guardian should communicate with the Coach on their child's behalf. If the outcome of this communication is not to the satisfaction of the parent or guardian, they may follow the procedure below.

### COMPLAINTS

In the event that any Club member feels that he or she has suffered serious discrimination in any way, or that the club policies or Codes of Conduct have been broken, they should report the matter in writing to the Club Secretary at

Paul Sumner, 39 Knightswood, Bolton, BL3 4UU

Tel:, 01204 562397,

(email) horwichrmi@hotmail.com



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The report should include:

- Details of what, when and where the occurrence took place.
- Any witness statements and names.
- Names of any others who have been treated in a similar way.
- Details of any former complaints or concerns raised about the situation.
- A preference for a solution to the incident.

The Club's Management Committee will review all complaints and act in the best interests of the welfare of Club members.

The Club's Management Committee will have the power to:

- Warn as to future conduct any person found to have broken the Club's Policies or Codes of Conduct.
- Suspend any person found to have broken the Club's Policies or Code of Conduct.
- Remove any person found to have broken the Club's Policies or Code of Conduct

### PROTOCOL

All complaints and concerns should be logged without delay after the event or incident in question. The Club Committee will aim to resolve any formal written complaints within 10 days of receiving the written notification. Complainants should be advised that should they fail to adhere to the procedures outlined above for lodging a complaint, then they hinder the ability of the Club committee to review and resolve the situation objectively, adequately and in a timely fashion.

\*\* This policy is implemented alongside the Horwich RMI AFC Codes Of Conduct and Horwich RMI AFC Social Media & Communications Policy.