

# Maidenhead Boys and Girls Football Club: Complaints Policy

## **Purpose of this policy:**

This policy provides a clear process for raising, responding to, and resolving concerns or complaints within our grassroots children's football environment.

We are committed to ensuring every child, parent, coach, and volunteer is treated fairly, respectfully, and safely.

## **What This Policy Covers**

Complaints may include (but are not limited to):

### **Safeguarding Concerns**

- Behaviour that may put children at risk
- Bullying (player-to-player or adult-to-child)
- Inappropriate language or conduct from coaches, volunteers, or spectators
- Poor practice (e.g., unsafe training methods)

### **General Club or Team Issues**

- Communication problems
- Disputes involving parents, players, or coaches
- Team selection concerns

### **Administration Issues**

- Fees
- Facilities
- Kit or equipment
- Event organisation

## **Values Guiding This Policy**

All complaints will be handled:

- Promptly
- Fairly and impartially
- Confidentially, where appropriate
- Without discrimination or retaliation

## **Who Can Make a Complaint?**

- Parents or guardians
- Players
- Coaches or volunteers
- Match officials
- Spectators reporting concerns
- Any individual with reasonable grounds to raise an issue

## **How to Raise a Complaint**

### **Step 1 – Informal Resolution (where appropriate)**

Where safe and suitable, concerns should be discussed with the **team coach** or **team manager** first.

Minor issues are often resolved quickly through conversation.

### **Step 2 – Formal Complaint**

If the issue is serious or the informal route is not suitable, a formal complaint can be made by:

- Emailing the **Club Welfare Officer**: [welfare@maidenheadbgfc.com](mailto:welfare@maidenheadbgfc.com)
- Submitting the complaint in writing

#### **A formal complaint should include:**

- Your name and contact details
- The name(s) of people involved
- Dates and description of the issue
- Any supporting information
- What outcome you are seeking (if known)

Anonymous complaints will be reviewed, but may limit how thoroughly the club can investigate.

## **How Complaints Will Be Handled**

### **Acknowledgement**

You will receive confirmation within **7 days** that your complaint has been received.

### **Investigation**

The Club Welfare Officer or committee member will:

- Review the complaint
- Speak with those involved
- Examine any relevant evidence
- Escalate to county FA safeguarding if required

### **Outcome**

You will receive a response within **28 days**, unless the matter is escalated externally.

The outcome may include:

- Agreed actions or mediation
- Training or guidance for individuals involved
- Formal warnings
- Referral to safeguarding or disciplinary bodies

## **Safeguarding and Child Protection**

Any safeguarding concern must be raised immediately with the Club Welfare Officer or County FA Safeguarding Team.

If a child is at immediate risk:

 **Call 999**

Safeguarding issues will always override football matters.

### **Behaviour Expectations During the Complaints Process**

Parents, coaches, and volunteers are expected to:

- Communicate respectfully
- Allow the process to run without interference
- Avoid social media discussions about ongoing concerns
- Prioritise the children's wellbeing at all times

If you are not happy with the outcome of the complaint or you feel it has not been handled appropriately you can contact the FA for further investigation and advice.