

# St Neots Town Football Club Complaints Procedure

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## 1. Purpose

This complaints procedure explains how concerns or complaints related to the football club, its staff, volunteers, players, or activities can be raised and resolved in a fair and transparent manner.

## 2. Who Can Make a Complaint

Complaints may be made by players, parents/guardians, volunteers, staff members, supporters, or members of the public who are affected by the club's activities.

## 3. Stage 1 – Informal Resolution

If possible, concerns should first be raised informally with the relevant coach, volunteer, or club official. Many issues can be resolved quickly through discussion.

## 4. Stage 2 – Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted in writing (email or letter) to the club committee or designated complaints officer. The complaint should include:

- Your name and contact details
- A clear description of the complaint
- The date and location of the incident
- Names of any people involved
- Any supporting information or evidence
- The outcome you are seeking

## 5. Investigation

Once a complaint is received, the club will acknowledge the complaint and begin an investigation. This may include speaking with relevant individuals and reviewing any evidence. The club will aim to provide a response within 14–21 working days.

## **6. Outcome**

Following the investigation, the complainant will receive a written response explaining the findings and any actions taken.

## **7. Appeals**

If the complainant is not satisfied with the outcome, they may submit an appeal in writing within 7 days of receiving the decision. The appeal will be reviewed by a senior club official or committee member who was not involved in the original investigation.

## **8. Escalation**

If the issue cannot be resolved at club level, the complainant may escalate the matter to the relevant County Football Association or the Independent Football Ombudsman where appropriate.

## **9. Confidentiality**

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the complaint.

**Gemma Keech**

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