



## **Skewen FC Complaints Policy**

### **Introduction**

Skewen FC is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible, we will correct any mistakes we have made, and we will apologise. We aim to learn from mistakes and use that experience to improve what we do.

We have a zero-tolerance approach to all forms of bullying and harassment and promote respectful relationships between athletes, parents and coaches.

Our definition of a complaint is 'an expression of dissatisfaction in relation to Skewen FC and/or a member of its coaching staff.

This complaints procedure supports our commitment and is a way of ensuring that anyone with an interest in Skewen FC can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

## **When to use this procedure**

When you have a concern or make a complaint, we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by Skewen FC, in which case we will tell you who to complain to. At other times you may be concerned about matters that are handled by other procedures, in which case we will explain to you how your concern will be dealt with.

If your concern or complaint is about another body as well as the Skewen FC (for example the FAW/ local authority) we will work with them to decide how to handle your concern.

## **Have you asked us yet?**

If you are approaching us for the first time you should give us a chance to respond. If you are not happy with our response, then you may make your complaint using the procedure we describe below. Most concerns can be settled quickly just by speaking to the relevant person in Skewen FC, without the need to use a formal procedure.

## **What we expect from you**

We believe that all complainants have a right to be heard, understood, and respected. Skewen FC have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive, or unreasonable behavior.

Nor will we tolerate unreasonable demands, unreasonable persistence nor vexatious complaining. We have a separate policy to manage situations where we find that someone's actions are unacceptable.

## **Our approach to answering your concern or complaint**

We will consider your concerns and complaints in an open and fair way.

At all times, Skewen FC will respect the rights and feelings of those involved and make every effort *to* protect confidential information.

Timescales for dealing with your concerns or complaints may need to be extended and we will notify you.

We may ask for advice from the FAW/local authority or diocesan authority where appropriate.

Some types of concern or complaint may raise issues that have to be dealt with in another way (other than this complaints policy), in which case we will explain why, and tell you what steps will be taken.

Complaints that are made anonymously will be recorded but investigation will be at the discretion of the club depending on the nature of the complaint.

## **Answering your concern or complaint**

There are up to two Stages: A and B . Most complaints can be resolved at Stages A.

You can bring a relative or companion to support you at any time during the process, but you will be expected to speak for yourself, unless you require special assistance. We also recognise that when the complainant is a person under 18 it is reasonable for the companion to speak on their behalf and/or to advise the pupil.

As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within Skewen FC needs to know about your concern or complaint, so as to address it appropriately.

## **Stage A**

If you have a concern, you can often resolve it quickly by talking to a Coach/Manager at Skewen FC. You should raise your concern as soon as you can; normally we would expect you to raise your issue within days of any incident.

The longer you leave it the harder it might be for those involved to deal with it effectively.

Skewen FC will try to let you know what we have done or are doing about your concern normally within 10 days, but if this is not possible, we will talk to you and agree a revised timescale with you.

The person overseeing your concern or complaint will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

## Stage B

In most cases, we would expect that your concern is resolved informally. If you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to the Skewen FC committee.

This should be done by sending an email to [Skewenfcsafeguarding@gmail.com](mailto:Skewenfcsafeguarding@gmail.com) - the subject should state 'OFFICIAL COMPLAINT - XX/XX/XXXX (Date of Complaint)'

Your email should include, at a minimum, the following information;

- Your Name
- Date of incident
- Location where incident took place
- Name/s of the person/persons involved in the incident
- Date incident was first reported
- To whom it was reported
- What action, if any, was taken

We would expect you to do this within five days of receiving a response to your concern, we ask that timeframes on this are tight as it is in everyone's interest to resolve a complaint as soon as possible.

Skewen FC Committee will invite you to discuss your complaint at a meeting.

Timescales for dealing with your complaint will be agreed with you at this time.

We will aim to have a meeting with you and to explain what will happen, normally within 10 days of receiving your complaint.