

HAMPTON FC COMPLAINTS POLICY

In the event that a Hampton FC player/parent/guardian/Club Official/Coach feels that they have suffered discrimination, experienced/ witnessed something of concern and/or believes there has been a breach of the Club's Policies/Rules/Code of Conduct they should report the matter to the Club - as soon as possible.

Minor Issues

For minor issues that require little or no investigation - a conversation with the relevant Hampton FC Coach or Club Official will hopefully be sufficient to resolve the complaint/concern.

Ideally, a resolution can be agreed quickly and to the satisfaction of all involved.

For example it might be that part of Hampton FC's Code of Conduct has not been fully understood by a (player) parent and so a discussion with the relevant Team Coach - who can provide an explanation - will resolve any issue/concern.

Hampton FC will always aim to resolve any minor concerns within 1 week.

This will then be recorded within the next Club Committee Meeting Minutes.

More Serious Concerns

There is always the potential for more serious concerns to arise - which require more significant intervention. In these instances, a more formal process is required - to enable Hampton FC to fully record, investigate and resolve the issue.

Serious concerns should be reported to a member of the Hampton FC Coaching Team, Committee or Welfare Officer as soon as possible.

Once reported, the Welfare Officer will be responsible for investigation of the concern - using the following **Guiding Principles**:

- the complainant will be asked to provide full details of their complaint in writing - and confirm contact details - to enable Hampton FC to respond and share updates;
- Hampton FC will remain in contact with the complainant and deal with their complaint constructively;
- within 48 hours of receiving the complaint, Hampton FC will provide the complainant with (phone/email) acknowledgement of receipt and confirmation of investigation;
- Hampton FC will thoroughly investigate the complaint and provide a written response within 14 days of receipt - either with a proposed resolution or details of any further action(s) to be taken);
- the investigation will consider what might have gone wrong and/or what action(s) needs to be taken to rectify the complaint. The Club will also assess whether any injustice has arisen - and what remedy would be fair/proportionate in the circumstances;
- Hampton FC will consider whether to consult with or inform Hunts FA regarding any actual/potential breach of FA rules or guidelines;
- Where the complaint indicates a Law may have been broken, Hampton FC will inform the relevant statutory authority;
- complaints which are relevant to the whole of Hampton FC - for example player selection policy - might necessitate wider consultation and discussion by the Club Committee.
- sensitive complaints - for example involving Safeguarding - will be dealt with discretely and confidentially;
- learning from things which might have gone wrong and implementing changes/improvements where appropriate is essential. Denying or hiding mistakes is counter-productive to the wider interests of Hampton FC and everyone associated with us;
- all investigations should therefore be transparent, fair and respectful - to all concerned.

Hampton FC Complaints Procedure

If a Hampton FC player (or their parent/guardian) feels that they have suffered discrimination, victimisation or harassment of any kind - or Hampton FC's Policies/rules/Codes of Conduct have been breached – they should follow the procedures set out below:

In the first instance, we hope that any issues can be dealt with informally - through a discussion with the relevant Team Coach.

If, however, this is not possible or appropriate (eg a Child Welfare concern), then the matter should be reported to the Hampton FC Welfare Officer.

The Welfare Officer will require:

1. Details of the incident - what/when/where.
2. Witness names/statements.
3. Names of any others who may also have been affected.
4. Details of any previous complaints made about the incident.
5. Where appropriate - a suggested solution to the incident.

The Welfare Officer will consider the issue. He/she will then confirm whether:

- resolution through reference to Hampton FC's Policies, Rules or Codes of Conduct is possible.
- or
- further investigation is required.

If a decision can be made without further investigation - written confirmation will be provided within 7 days from receipt of complaint details.

If the issue involves Child Welfare, thorough investigation will always be undertaken - which might mean resolution takes longer.

If the Welfare Officer determines that further complaint investigation is required, a formal meeting between the complainant and relevant parties (eg Hampton FC Committee member(s)/Team Coach) may be necessary. If so, Meeting Minutes will be taken by a Hampton FC Committee member. Meetings will be confidential. All parties may be asked to provide further details/clarification/documentation. Meetings will be conducted in a positive and professional manner.

The Welfare Officer and attending Committee Member(s) will consider the complaint and share its decision in writing. Decisions will be in accordance with Hampton FC's Policies, Rules or Codes of Conduct. The decision may be given immediately - or in writing within 7 days of the Meeting.

Hampton FC has the power to:

1. provide a warning regarding future conduct.
2. Suspend Club membership.
3. Remove Club membership where Hampton FC Policies, Rules or Codes of Conduct have been broken.