



Ryde Saints Football Club

Complaints Procedure



Part 1: Commitments and Directions to Persons Wishing to make a Complaint

Before making a formal complaint to Ryde Saints about a participant, representative of Ryde Saints or any process, regulation or policy, it is important that you consider resolving the issue by informally contacting the relevant person. In most cases, issues are resolved quickly with no need to be recorded in a formal process.

If you feel like you cannot speak with the relevant person or If you remain unsatisfied with their response and/or the outcome, you can then make a formal complaint to Ryde Saints by following our Official Complaints Procedure as detailed below.

Who to contact to make a complaint: Complaints should be made in writing using the complaints form and attached in an email to Jayden Frankling (Ryde Saints Secretary) jaydenfrankling@gmail.com. If you wish to make us aware verbally of your intentions to make a complaint or are seeking clarity on the process, you can contact someone relevant found on our club website list of contacts.

Documentation required: Formal complaints will be accepted in written form or via email. To make the process easier, and to ensure that all complaints are dealt with in a timely manner, a 'Ryde Saints - Complaints Form' is available for download via our website or via the club Secretary, Chairman or Welfare Officer.

When a complaint is received, Ryde Saints will:

- Acknowledge your complaint in writing within 48 hours of receipt
- Advise you of any further information that is required or ask you to complete the 'Ryde Saints- Complaints Form', if not already completed.



- Advise you if information is required from a third party and seek your written permission to do so.
- Indicate to you the timescales involved in resolving your complaint.

Use of Social Media to complain: Ryde Saints will not acknowledge or accept a formal complaint via any form of social media. We monitor effectively all our social media accounts and wherever possible we will try and identify your contact details to ensure we address any observations or concerns expressed. All responses will be made either via direct message (DM) or via email or phone. Ryde Saints reserves the right to communicate with you via social media to direct you to our website where the Complaints Procedure is published.



Part 2: Complaint Resolution Pathway

Stage 1 – Internal Resolution

In many cases, a Complaint may best be resolved by the person who is responsible for the subject of the complaint. If the matter cannot be resolved by internal resolution, Ryde Saints will progress the matter to Stage 2.

If the complaint relates specifically to a third person and/or entity (Ryde Saints Volunteer), they will be informed and given a fair and transparent opportunity to respond in writing with their account. This will be completed before progressing to Stage 2.

Stage 2 - The Formation of a Complaints Working Group

The Secretary will, upon receipt of all information, form a 'Complaints Working Group' (CWG) with a minimum of 3 committee members. The secretary may be a panel member and/or Chair or may choose, at their discretion, to delegate full responsibility to the panel that will be responsible for appointing a Chair and addressing the complaint, updating the secretary on their progress throughout.

If the secretary does not Chair the panel, the CWG Chair will write to the Complainant with the result and outcome of the complaint and will keep the secretary informed of the progress in order to ensure the complaint is resolved in the timescales issued to Complainant when the complaint was initially received. If the timescales need to be extended, it is only the secretary, or nominated deputy, who can write to the Complainant to advise them of the revised timescales.

Ryde Saints strives to resolve all complaints with 14 working days of receipt. Where this is not feasible (i.e. due to the depth of the investigation required), the Complainant will be provided with an update on the progress made and will be given an indication as to when a full reply is expected to be issued.



The reply to the Complainant will include a summary of the investigation undertaken, the findings of those investigations, the conclusions of the panel, and any action taken as a result of the complaint. Details of the **Escalation Procedure** will be provided at this stage.

Stage 3 – Escalation Procedure (1)

If the Complainant feels that the problem has not been satisfactorily resolved in line with Stage 1 or Stage 2, they can refer their complaint to the Hampshire FA via relevant person that can be found here <https://www.hampshirefa.com/about/safeguarding-and-welfare>

Stage 4 – Escalation Procedure (2)

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1, Stage 2 or Stage 3, they can refer their complaint to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations

The Football association

Wembley Stadium

PO Box 1966

London

SW1p 9EQ

Tel: 0) 800 389 0699 (Monday –Friday, 9am – 5pm)

Final Stage

The final option is for the Complainant to refer their complaint to the Independent Football Ombudsman which has a clear remit to receive and adjudicate on complaints from football supporters and participants which have not been resolved by the football authorities.

The Independent Football Ombudsman

Suite 49

33 Great George Street



Leeds

LS1 3AJ

Tel: 0800 5884066

Email: contact@TheIFO.co.uk

Section 7 – Amendments and/or variations to the Ryde Saints Complaints Procedure

Ryde Saints Football Club reserve the right to vary the procedure for good reason, which may include situations where the nature of the complaint is identified as vexatious, or if any party within the complaint has additional special needs.