



# HEATON HAWKS FC

An FA Charter Standard Community Club

## COMPLAINT'S PROCEDURE



This policy ensures complaints are dealt with effectively and in a timely manner.

If you have a concern about the behaviour of members of an opposition club, please do not take matters into your own hands by contacting the league or opposition club. All issues must be brought to the attention of the club secretary who will deal with this on behalf of the club.

The club will only investigate official complaints where notice is received in writing and the following procedure is followed.

### **What to do if you have a complaint:**

Report your concerns in writing, sending it to the club Chairman as soon after the incident as possible.

### **What to include in your report:**

- Include your name, address and contact details
- Details of what, when and where the occurrence took place
- Stick to the facts of the alleged incident
- Name any witnesses who may substantiate the claim
- State what action you feel appropriate

### **To ensure we can deal with your complaint properly please follow the guidelines below:**

- Do not include personal opinions, gossip or views and comments from third parties
- Do not recount previous 'events' to be used as evidence
- Do not discuss your complaint in general conversation with others
- Do not approach, discuss or attempt to contact the accused

### **If you make a formal complaint we will do the following:**

- Treat all communication in strictest confidence
- Acknowledge receipt of your complaint within 24 hours of receipt
- Invite a response from the all parties concerned, if applicable
- Meet within 10 days of receipt of all correspondence/responses
- Advise all parties of the panel decision and if any action has been required