



Sheppey Swifts FC - Complaints Policy

1. Policy Statement

Sheppey Swifts Football Club is committed to providing a positive, safe and enjoyable football environment for all players, parents/carers, volunteers and officials. We recognise that, from time to time, concerns or complaints may arise.

The club is committed to handling complaints fairly, transparently and consistently, with the aim of resolving issues promptly and maintaining trust across the club. This policy is based on The FA's Club Complaints Procedure guidance and forms part of our commitment as a grassroots junior football club.

2. Scope of the Policy

This policy applies to complaints raised by:

- Players
- Parents or carers
- Coaches, volunteers and club officials
- Other individuals or organisations where the complaint relates to the club

It covers complaints relating to:

- Club conduct or decision-making
- Behaviour of club officials, coaches, volunteers, players, parents or spectators
- Alleged breaches of club policies, codes of conduct or constitution

This policy does not apply to:

- Referees' decisions made during matches
- Matters governed by FA disciplinary or appeal procedures
- Safeguarding concerns (these must be reported via the Safeguarding Policy).



3. Principles

Sheppey Swifts Football Club will ensure that complaints:

- Are taken seriously and treated respectfully
- Are handled without bias or discrimination
- Are dealt with confidentially where possible
- Are resolved as quickly and effectively as practical
- Are used constructively to improve club practice

4. What Is a Complaint?

A complaint is an expression of dissatisfaction regarding:

- The actions or behaviour of an individual connected to the club
- A failure to follow club policies, rules or codes of conduct
- Treatment received from the club or its representatives

Complaints may be made by a club member, or by a parent/carer on behalf of a child under 18 years of age.

5. Informal Resolution

Sheppey Swifts Football Club encourages complaints to be resolved informally wherever possible.

- Concerns should initially be raised with the relevant coach, team manager or club official
- Many issues can be resolved quickly through open discussion and clarification

If a complaint cannot be resolved informally, the formal complaints procedure should be followed.



6. Formal Complaints Procedure

Step 1 – Submitting a Formal Complaint

If informal resolution is not suitable or has failed, the complaint must be submitted in writing (email or letter) to the Club Secretary.

If the complaint concerns the Club Secretary, it should be submitted to the Club Chair.

The written complaint should include:

- Name and contact details of the complainant
- Details of the complaint, including dates and individuals involved
- Any supporting information or evidence

Step 2 – Investigation

- The complaint will be acknowledged in writing
- The club committee will appoint an impartial individual or panel to investigate
- Anyone directly involved in the complaint will not be part of the investigation panel
- Relevant information may be shared with permission, while respecting confidentiality.

Step 3 – Outcome

- The club will communicate the outcome in writing to the complainant
- Where appropriate, actions or sanctions may be applied in line with club rules and FA guidance
- The club may refer the matter to the League or County FA if required

7. Confidentiality and Data Protection

All complaints will be handled sensitively and in line with data protection requirements. Information will only be shared on a need-to-know basis and stored securely.



8. Appeals and Escalation

If a complainant is dissatisfied with the outcome at club level, they may be advised of further options, including referral to the League or County FA, in line with FA procedures.

9. Vexatious or Malicious Complaints

Complaints found to be malicious, deliberately misleading or persistently unreasonable may be dismissed, and appropriate action may be taken by the club.

10. Policy Review

This Complaints Policy will be:

- Reviewed annually by the club committee
- Updated in line with FA guidance and club governance requirements
- Communicated to all club members, parents and volunteers

Sheppey Swifts Football Club is committed to transparency, fairness and continuous improvement.