St. Paul's Panthers FC
Complaints Procedure

St. Paul's Panthers FC ("Panthers" or "the Club") Complaints Procedure

Panthers prides itself on being a welcoming, inclusive environment for all. But sometimes, our players, parents, or others may have concerns.
Every Club Member has the right to raise any concerns over conduct they witness at Club events, or to raise a complaint regarding the way they, or a family member, has been treated.

This document sets out the procedure for submitting a concern or a complaint, and the steps St. Paul's Panthers FC will take to redress the issue.

Submitting a complaint or a concern

Any complaint regarding the conduct of a Club Member should be submitted in writing to:

Name	Role	Email Address
Alan Russell	Chair	stpaulspanthersdorking@gmail.com
Adam Scott	Secretary	stpaulspanthersdorking@gmail.com
Grant Spooner	Club Welfare Officer	stpaulspanthersdorking@gmail.com

The complaint should provide as much detail as possible, including what took place, when and where, who was involved, the names of any potential witnesses to the incident, and a preferred solution.

Alternatively, you can speak to any Team Manager who will relay the information to the Chair, Secretary or Club Welfare Officer and support you through the process.

For assistance on urgent child protection matters within football you can also contact the NSPCC helpline on 0808 800 5000 or email Safeguarding@TheFA.com and Safeguarding@SurreyFA.com.

If a child is in immediate threat of harm please call 999 for police assistance.

What happens next

The Club will acknowledge receipt of your complaint. You may be asked to provide additional information to clarify certain aspects of the report, as this will allow the Club to appoint the most appropriate individual to handle the complaint.

Once a complaint has been accepted, the Club will appoint an individual to investigate the complaint as they see appropriate. This may include meeting with yourself and/or the subject of the complaint separately to discuss the matter in more detail. They will also speak to any other witnesses to gather additional evidence and understand what has occurred.

Confidentiality

The Club must balance confidentiality and discretion with fairness and transparency when investigating complaints.

You have the right to submit a complaint anonymously; however, this means it may not be possible to fully investigate the complaint – particularly when it relates to a specific incident. Equally, in the interest of fairness, the subject of the complaint should be afforded the right to defend themselves

against any accusations, particularly where it may impact their long-term standing in the Club. Generally, where a complainant requests anonymity the Club will not be able to take formal action against an individual, but we will look to address behaviour through informal means.

The Club will advise you what information – if any – needs to be shared with the subject of the complaint. If it is not possible for you to remain anonymous it will be your decision whether to continue with the complaint.

Withdrawing a complaint

Once a complaint has been submitted it can be withdrawn at any time. If an investigation has been launched, both parties will be informed that the matter has been closed with no further action being taken, and with no impact on their standing within the Club.

Outcomes

Where possible, we will attempt to resolve the matter to the satisfaction of all parties.

For minor infringements, the members of the Club's Core Committee are authorised to warn or reprimand an individual who is deemed to have breached the Club's Code of Conduct.

For serious offences, or where an individual has repeatedly breached the Code of Conduct, the matter will be referred to the Club Management Committee/Discipline Sub-Committee. The subject of the complaint will be invited to attend a meeting with the Committee to represent themselves in person should they wish.

The Club Management Committee/Discipline Sub-Committee has the power to:

Warn as to future conduct;

Temporarily suspend an individual from their position (e.g. from Coaching or Playing);

Remove an individual from their position within the Club (e.g. as a Coach or Committee member);

Permanently or temporarily revoke membership if they do not believe it is in the Club's interest for the individual to remain a member.

Once a decision has been made, the decision should be communicated to both parties in writing.

Appealing an outcome

Any individual who has action taken against them has the right of appeal to the full Club Management Committee.

At an appeal, the individual who has had action taken against them will be given the opportunity to explain why they feel the original decision is unfair and should be reduced or overturned. They will not be permitted to provide new evidence except in exceptional circumstances. The decision of the appeal body is final and binding.

If you are not satisfied with the outcome of your complaint, you have the right to refer the matter to the Surrey FA.