



## **Tarleton Corinthians**

### **Complaints Procedure**

Most complaints can be dealt with by referring individuals to club policies and procedures. However, where there are complaints which cannot be satisfied via these routes their needs to be a procedure for dealing with these.

As a club, we hope that any concerns which players or parents may have will be dealt with in the first instance through conversation with the team manager. Only once the complainant has spoken to the manager and is still unhappy should the complaint be referred to another club official.

Complaints should be directed to the club chairman. If the complaint relates to the club chairman it should be sent directly to the Club Welfare Officer.

All complaints must be submitted in writing.

The club chairman will then investigate the complaint and will reply to the complainant in writing in no more than 6 weeks from the date the complaint was received.

If an individual is unhappy with the outcome of their complaint they can appeal (in writing) to the club executive committee, who will decide on the outcome within 6 weeks of that appeal.

The outcome of an appeal to the club executive committee is final.

Individuals have the right to seek guidance from Lancashire FA where they feel they have been unfairly treated by the club's executive committee.