



Curley Park Rangers Football Club, Connaught Pavilion, Whitmoor Road, Bagshot GU19 5QE

Complaints & Grievance Policy

It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should first be made to resolve disputes in an informal manner whatever issues arise. However, there will be occasions where issues cannot be resolved informally.

It is the policy of Curley Park Rangers FC to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

If any member feels that they have suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

Informal Procedure

The complainant should discuss the issue initially with the team manager, who will decide whether to discuss the complaint with the aggravator or formally report to the club committee.

NOTE: Any complaints involving children MUST be discussed with the Child Welfare Officer

When discussing the complaint with the aggravator:

- Discuss the complaint and seek a resolution as soon as practical.
- Talk directly face to face
- Avoid emails
- Where no satisfactory solution is possible, initiate a formal Grievance

Formal Grievance Procedure

- As soon as practical issue a description of the complaint in writing to the Curley Park Rangers FC Chairman, Club Secretary & Child Welfare Officer .
- The report should include:
 - a. Details of what, when and where the occurrence took place
 - b. Any witness statement and names
 - c. Names of any others who have been treated in a similar way
 - d. Details of any former complaints made about the incident, date, when and to whom made
 - e. A preference for a solution to the incident.
- A Grievance Panel will be formed consisting of three members of the Curley Park Rangers FC Club Committee. If a child is involved in the complaint the Child Welfare Officer will be on the panel.
- The Grievance Panel will formally respond to the grievance and if necessary, request further information



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- A Grievance hearing involving all interested parties will be called, at the earliest opportunity, where all sides can put their case forward
- Having heard all sides of the argument, the Grievance Panel will decide on how best to resolve the complaint & communicate to all interested parties
- By first intent decisions on all grievances will be made within two weeks of the formal procedure being initiated
- The decision of the Grievance Panel is binding and no appeal is allowed.

- The Club's Management Committee will have the power to:
 - Warn as to future conduct
 - Suspend from membership
 - Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.

Club Chairman:	Gary Brett	Chair@cprfc.org.uk	07768 658179
Club Secretary:	Paul Davies	secretary@cprfc.org.uk	07547 598380
Club Welfare Officer:	Glynis Johnson	child.welfare@cprfc.org.uk	07836 590231