Ashington Town FC – Complaints Policy

1. Purpose

To provide a clear, fair, and consistent process for raising and resolving complaints within the Club, ensuring all members are treated with respect and concerns are addressed promptly.

2. Scope

This policy applies to:

Players at all levels of the Club (or their parents/guardians for youth teams)
Coaches, volunteers, and staff
Parents, guardians, and spectators at training, matches, and Club events
Committee members and officials

3. Principles

All complaints will be taken seriously and handled fairly.
Confidentiality will be maintained, with information shared only on a need-to-know basis.
Complaints will be addressed promptly and within clear timescales.
Resolution will be sought informally where possible, escalating only when necessary.
Safeguarding concerns will always be referred to the Club Welfare Officer and the FA safeguarding procedures followed.

4. Roles and Responsibilities

Committee:

Receive and review formal complaints.
Ensure fair and consistent application of this policy.
Appoint an independent sub-group to handle complaints if required.

Club Secretary:

First point of contact for formal complaints.
Acknowledge receipt of complaints and maintain the complaints log.

Club Welfare Officer:

Handle all safeguarding-related complaints in line with FA procedures.
Ensure welfare concerns are prioritised and reported appropriately.

Coaches & Volunteers:

Seek to resolve minor issues informally where appropriate.
Escalate serious or unresolved matters to the Committee.

Parents & Players:

Raise concerns in a respectful and constructive manner.
Follow the complaints process rather than approaching referees, opponents, or league officials directly.

5. Procedures / Guidelines

Step 1: Informal Resolution

Concerns should first be raised with the relevant coach, team manager, or Club official.
Many issues can be resolved quickly at this stage.

Step 2: Formal Complaint

If unresolved, a written complaint should be submitted to the Club Secretary.
Complaints should include details of the concern, dates, people involved, and any steps already taken.

Step 3: Acknowledgement

The Club Secretary will acknowledge receipt within 7 days and confirm next steps.

Step 4: Investigation

The Committee (or sub-group) will investigate, giving all parties an opportunity to provide information.
Safeguarding concerns will be referred immediately to the Club Welfare Officer.

Step 5: Decision

A written outcome will be provided within 28 days where possible, including reasons for the decision.

Step 6: Appeal

Appeals may be made to the Club Chairperson, whose decision will be final within the Club.
Matters may be referred to the League or FA where appropriate.

6. Education & Awareness

All members, parents, and volunteers are informed of this policy during registration.
The policy is published online and accessible at all times.
Coaches and volunteers receive guidance on handling complaints constructively.

7. Monitoring & Review

The Committee reviews complaints annually to identify patterns or improvements.
The policy is updated in line with FA guidance or Club requirements.

8. Record Keeping

All formal complaints and outcomes are recorded by the Club Secretary.

Records are maintained securely for a minimum of 3 years.

9. Sign-off

This policy has been approved by:



Adam Millar
Club Secretary
On behalf of
Ashington Town FC Committee

9th October 2025