



FIRST TOUCH FOOTBALL COACHING

(Herein after referred to as “The Club”)

APPENDIX F

COMPLAINTS AND GRIEVANCE PROCEDURES

A complaint is usually something that a service user (such as a child or parent/guardian) brings to the attention of the organisation. Complaints can be about any aspect of First Touch or any actions of its coaches.

A grievance is usually where a coach considers that the organisation has not honoured its agreement.

However, the steps involved in managing a complaint or grievance are essentially the same.

A complaint or grievance should, in the first instance, be discussed with David Jamieson whom failing, Des McCole.

Complaints or grievances can be made verbally or in writing.

You will be given an assurance that your complaint or grievance will be taken seriously and investigated within a reasonable time-scale.

You will also be given an assurance that your complaint or grievance will be treated in confidence, unless it indicates that a child is at risk of harm from either an individual within or outside of the organisation.

Where appropriate, the facts of the investigation and recommendations, will be put to the First Touch Management Committee for a decision to be made.

You will be given feedback on the outcomes of the investigation into your complaint or grievance.

DECLARATION:

I have read, understand and agree to abide by the details and aims set out in this document, and agree that necessary checks will be made by the club to confirm my suitability for a position within the club.

Signature _____ Name _____
(BLOCK CAPITALS)

Position _____ Date ____/____/____