HBW United Football Club - Complaints Procedure

As someone who is reporting the concern:	As someone who the concern is about:
Please report your concern to the club secretary via secretary@hbwunited.com	Once a concern has been received by the club via the formal channel, you will be notified that a concern has been raised about you from a member of the Executive Committee, who will be completing the investigation into the concern.
Please make every effort to ensure your concern is reported within 48 hours of the concern happening	Unless appropriate to do so, you may not be told who has raised the concern, but you will be told what the nature of the concern is
You will receive official receipt of your concern within 48 hours of reporting via the official pathway	You will be given the opportunity to formally respond to the concerns raised
Depending on the nature of the concern, a member of the Executive Committee will hear the concern	The person dealing with the concern, may ask you for additional context on any matters, if further clarity is needed
The Executive Committee is: Chairperson Vice Chairperson Secretary Treasurer Welfare Officer	All investigations via the formal process will aim to be resolved within 20 working days from official receipt
The person hearing your concern, may ask you for additional context, and will complete an investigation into what has been reported	Both the person reporting the original concern, and the person who the concern implicates, will be notified of the outcome
This may involve: -Obtaining statements -Obtaining other relevant evidence -Consulting with the Lincolnshire FA	Possible outcomes from reported concerns: -No further action (NFA) -Verbal warning about future conduct -Written warning about future conduct -Temporary suspension from the football club -Completion of specified FA education course -Formal meeting with the Executive Committee Although it is a scenario that the club will never wish to arrive at, there is also the possibility that along with the parent/carer being suspended from the club, any dependents registration may also be removed permanently.
All investigations via the formal process will aim to be resolved within 20 working days from official receipt	
When the matter has been formally concluded, the person making the original concern will be notified with the outcome	
If you disagree with the outcome following the investigation, you may express this to the Chair via secretary@hbwunited.com	

***This policy will be reviewed annually by the Club Committee**

****The eventual decision of the Club Committee is final**

*****If the complainant has concerns over the application of this process by a member of the Club Committee, they should contact the Lincolnshire FA**