



# Goole Town Tigers

Junior Football Club

Est 2000

AFFILIATED TO THE WEST RIDING COUNTY F.A  
www.gooletowntigers.co.uk



## Goole Town Tigers JFC COMPLAINTS PROCEDURE

Before making a complaint to Goole Town Tigers JFC about a participant, representative of Goole Town Tigers JFC, it is important that you have already made a formal complaint to your child's coach and they have been given the opportunity to deal with your complaint.

If you remain unsatisfied with their response and/or the outcome, you can then make a formal complaint to Goole Town Tigers JFC by following our Official Complaints Procedure as detailed below.

### Section 1 – Who to contact to make a complaint

Complaints should be made in writing and sent to Lisa Huntington (Club Welfare Officer) via email [lisa210kuk@hotmail.com](mailto:lisa210kuk@hotmail.com)

If you wish to make us aware verbally of your intentions to make a complaint or are seeking clarity on the process, you can contact Lisa Huntington on 07980042155.

If you feel the Club Welfare Officer has a conflict of interest (perceived or otherwise), the complaint should be forwarded to the club's Chairman Paul Challenger 07976351209 or [gooletowntigers@yahoo.co.uk](mailto:gooletowntigers@yahoo.co.uk)

### Section 2 – Documentation required

Complaints will be accepted in written form via email or post.

To make the process easier, and to ensure that all complaints are dealt with in a timely manner, a 'Goole Town Tigers JFC - Complaints Form' is available on the Goole Town Tigers JFC website – COMPLAINTS PROCEDURE.

### Section 3 – The Process

When a complaint is received, Goole Town Tigers JFC will:

- Acknowledge your complaint in writing within 48 hours of receipt
- Advise you of any further information that is required or ask you to complete the 'Goole Town Tigers JFC - Complaints Form', if not already completed.
- Advise you if information is required from a third party and seek your written permission to do so.
- Indicate to you the timescales involved in resolving your complaint.

### Section 4 – Use Social Media to complain?

Goole Town Tigers JFC will not acknowledge or accept a formal complaint via any form of social media.

We monitor effectively our social media account and wherever possible we will try and identify your contact details to ensure we address any observations or concerns expressed.

All responses will be made either via direct message (DM) or via email or phone.

Goole Town Tigers JFC reserves the right to communicate with you via social media to direct you to our website where the Complaints Procedure is published.

### **Section 5 –Recording verbal complaints**

Upon receiving a verbal complaint, Goole Town Tigers JFC will advise the Complainant of the Complaints Procedure and then either refer the Complainant to the Complaints Procedure on the website or will send the Complainant a copy via email or in the post.

If the Complainant is unable to put the complaint in writing, arrangements will be made to obtain details of the complaint verbally and minutes of the discussion will be sent to the Complainant to sign.

Complaints received by Goole Town Tigers JFC, either over telephone or in person, will always be documented and a written record will always be taken.

A ‘complaints log’ is maintained which details all action taken and the timescales involved.

### **Section 6 – Complaint resolution**

#### **Stage 1 – Internal Resolution**

In many cases, a Complaint may best be resolved by the person who is responsible for the ‘issue’ being complained about. Goole Town Tigers JFC will, in the first instance, seek to act within 7 days and liaise with both parties in order to seek a swift resolution.

If the matter cannot be resolved by internal resolution, Goole Town Tigers JFC will progress the matter to Stage 2.

If the complaint relates specifically to a third person and/or entity (Coach, Club, League, Volunteer), they will be informed and given a fair and transparent opportunity to respond in writing with their account. This will be done before progressing to Stage 2.

#### **Stage 2**

The Club Welfare Officer will, upon receipt of all information, form a ‘Complaints Working Group’ (CWG) with a minimum of 3 members.

Goole Town Tigers JFC strives to resolve all complaints with 14 working days of receipt. Where this is not feasible (i.e. due to the depth of the investigation required), the Complainant will be provided with an update on the progress made and will be given an indication as to when a full reply is expected to be issued.

The reply to the Complainant will include a summary of the investigation undertaken, the findings of those investigations, the conclusions of the panel, and any action taken as a result of the complaint. Details of the Escalation Procedure will be provided at this stage.

#### **Stage 3 – Escalation Procedure**

If the Complainant feels that the problem has not been satisfactorily resolved in line with Stage 1 or Stage 2, they can refer their complaint to West Riding County FA via email to [info@westridingfa.com](mailto:info@westridingfa.com) or by post to

West Riding FA, Fleet Lane, Woodlesford, Leeds, LS268NX or via their online complaints form <https://app.smartsheet.com/b/form/d2266ebc811e43b6bd514ac7d55b19ed>

#### **Stage 4 – Escalation Procedure**

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1, Stage 2 or Stage 3, they can refer their complaint to Hannah Simpson (CEO) at [hannah.simpson@westridingfa.com](mailto:hannah.simpson@westridingfa.com).

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1, Stage 2, Stage 3 or Stage 4 they can refer their complaint to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations  
The Football association  
Wembley Stadium  
PO Box 1966  
London  
SW1p 9EQ  
Tel: 0800 389 0699 (Monday –Friday, 9am – 5pm)

#### **Final Stage**

The final option is for the Complainant to refer their complaint to the Independent Football Ombudsman which has a clear remit to receive and adjudicate on complaints from football supporters and participants which have not been resolved by the football authorities.

The Independent Football Ombudsman  
Suit 49  
33 Great George Street  
Leeds  
LS1 3AJ  
Tel: 0800 5884066  
Email: [contact@TheIFO.co.uk](mailto:contact@TheIFO.co.uk)

Section 7 – Amendments and/or variations to the Goole Town Tigers JFC Complaints Procedure  
Goole Town Tigers JFC reserve the right to vary the procedure for good reason.