



Complaints Process & Policy

Spencers Wood FC is committed to providing a caring, friendly and safe environment for all members. Every club member has the right to raise any concerns over conduct they witness at Club events, or to raise a complaint regarding the way they, or a family member, has been treated.

This document sets out the procedure for submitting a concern or a complaint, and the steps Spencers Wood FC will take to redress the issue. Submitting a complaint or a concern regarding the conduct of a Club Member should be submitted in writing to:

Dan Bunting – Club Chair – danbunting@hotmail.co.uk

The complaint should provide as much detail as possible, including what took place, when and where, who was involved, the names of any potential witnesses to the incident, and a preferred solution. Alternatively, you can speak to any Team Manager who will relay the information to one of our committee members and support you through the process.

What happens next?

The Club will acknowledge receipt of your complaint. You may be asked to provide additional information to clarify certain aspects of the report, as this will allow the Club to appoint the most appropriate individual to handle the complaint. Once a complaint has been accepted, the Club will appoint an individual to investigate the complaint as they see appropriate. This may include meeting with yourself and/or the subject of the complaint separately to discuss the matter in more detail. They will also speak to any other witnesses to gather additional evidence and understand what has occurred.



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The Club must balance confidentiality and discretion with fairness and transparency when investigating complaints. You have the right to submit a complaint anonymously; however, this may not be possible to fully investigate the complaint – particularly when it relates to a specific incident. Equally, in the interest of fairness, the subject of the complaint should be afforded the right to defend themselves against any accusations, particularly where it may impact their long-term standing in the Club. Generally, where a complainant requests anonymity the Club will not be able to take formal action against an individual, but we will look to address behaviour through informal means.

For assistance on urgent child protection matters within football you can also contact the NSPCC helpline on 0808 800 5000 or email Safeguarding@TheFA.com and Safeguarding@Berks-BucsFA.com. If a child is in immediate threat of harm, please call 999 for police assistance.