



COMPLAINTS POLICY & PROCEDURE

At AEK-BOCO Football Club, we welcome comments, complaints, and compliments — because your feedback matters.

We are committed to:

- Taking all concerns seriously
- Resolving issues promptly and fairly
- Ensuring your voice is heard
- Keeping you informed throughout the process
- Clearly explaining the decisions we make
- Recognising and rewarding staff where deserved

This policy applies to all members of the Club community. It does not replace procedures for staff grievances or disciplinary matters — those should be addressed via the relevant HR procedures.

Before You Make a Complaint

We encourage you to first speak directly to the staff member involved, or their manager/coach, as many issues can be resolved informally at this stage.

Submitting a Formal Complaint

You can submit your complaint via:

- Email: aekbocoyouth@hotmail.com
- Post: Shield Pavilion, Greenbank Road, Hanham, Bristol, BS15 3RZ

Safeguarding & Welfare Concerns

A concern may be classed as safeguarding when it relates to either:

A child at risk of abuse or significant harm

A concern regarding a member of Club staff causing physical or emotional harm to a child in their care

All safeguarding concerns should be made in writing and sent

to: carlenesummersgill@hotmail.co.uk



Important Notes:

- If you are not a parent or guardian, do you have **parental responsibility** or the **consent to act** on behalf of the child?
- Some complaints may not be progressed without involvement of a parent or guardian.
- Please clearly outline what **outcome** you are seeking.
- The issue raised must be **capable of being investigated** and relate to the Club's involvement with a child.

Our Service Standards

At AEK-BOCO Football Club, we're committed to handling complaints with **care** and **professionalism**.

We strive to:

- Respond promptly and sensitively to all concerns
- Treat our supporters with respect and courtesy, and expect the same in return
- Maintain confidentiality when dealing with complaints
- Keep accurate records to identify areas for improvement
- Investigate complaints thoroughly and fairly
- Resolve issues efficiently, or take extra time if necessary to ensure a thorough investigation
- Make appropriate, fair and informed decisions
- Our goal is to resolve complaints effectively, learn from them, and continually improve our services.

Our Complaints Process

Stage 1 – Initial Response

A member from the management committee team will acknowledge receipt of your complaint and will provide a response within 10 working days (20 working days for complex matters). If you remain dissatisfied, you may request escalation to Stage 2.

Stage 2 – Senior Review

A senior representative from the relevant department within the club will review your complaint and contact you to see if the issue can be resolved informally.

If the matter remains unresolved, a formal investigation will be undertaken.

Stage 3 – Escalation

If you're not satisfied after both internal stages, you may request for your complaint to be escalated to the club chairperson and full committee.

During this process, the complaint will be re-assessed with sufficient seniority at the club. We will provide contact details if this becomes necessary. As part of the



process, we will ask the following questions which will help us better understand your concerns and proceed with your appeal.

- What specific aspect of your complaint do you feel remains unresolved?
- Which part of our previous response do you disagree with, and why?
- What outcome are you seeking from the appeal?

Please note that this will not involve a repeat of the investigation. The actions taken at stage 2 will be checked to ensure that they were reasonable and fair.

Complaint Conduct

We ask that all communication is respectful. Abusive, discriminatory, or threatening language will not be tolerated and may result in your complaint being closed.