



# BALHAM BLAZERS FC COMPLAINTS PROCEDURE



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- 1** Where a complaint is raised about the conduct of a coach or a parent the rules of the Code of Conduct apply. In the first instance the aim of the club is that issues can be dealt with informally as between the coach and the parent at an appropriate time. An appropriate time is not before, during or immediately after a match or in front of the players. This should be concluded within 2 weeks of the issue being raised.
- 2** Where this informal contact has not been successful the coach/manager shall refer the matter to the Child Welfare Officer and General Manager .
- 3** The CWO and GM will consider the issues as presented and decide whether further investigation is necessary or whether the matter can be dealt with simply by way of a written decision referring to the appropriate rules and Code of Conduct. If the complaint raises child welfare issues the matter shall be referred for further investigation. The issue should be concluded within 4 weeks if it goes to GM and CWO for review.
- 4** Where the CWO and GM determine that a complaint warrants further investigation a formal meeting may be convened. Those present should be the Coach concerned and the parent , both of whom may be accompanied by a partner or friend should they require it, GM and CWO and 1 other Committee member to minute the meeting. The supporting partner or friend does not have the right to make representations.

- 5** The meeting will be confidential. Both parties will be afforded the opportunity to present their version of events succinctly and CWO may seek clarification or documentation as is necessary.

The meeting will be conducted politely with respect and with no interruption allowed during the presentation of each person's version of events . In accordance with the Code of Conduct no inappropriate language will be tolerated.

- 6** The CWO and GM will then consider and deliver a decision for the appropriate resolution of the issue in accordance with the Code of Conduct and Rules for the best interests of BBFC .
- 7** The decision may be given there and then and/or emailed shortly thereafter. This should be concluded within 6 weeks of the issue being raised.
- 8** The parties should then abide by the decision reached and any further incident involving a breach of the Code of Conduct will result in expulsion from the club in accordance with the rules.

There shall be no appeal procedure

**Balham Blazers Football Club**  
BalhamBlazers.org.uk

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