



ECFC Academy Complaints Procedure

2018-19

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ECFC Academy Complaints Procedure

1.0 Overview

- 1.1. ECFC Academy ('The Academy') will take all allegations and complaints seriously in an endeavor to ensure staff, players, parents/carers and other associates involved in the smooth operation of Academy business are treated reasonably and with respect.
- 1.2. It is The Academy's intention to look into a complaint and allegation within a reasonable time scale but is committed to complete the actions stated below within 1 month of an official (written) complaint being brought to its attention.
- 1.3. The Academy has separate policies/process models for the following areas: generic complaints process model; safeguarding/bullying process model; anti-bullying; transport; accommodation; equality; anti-racism; disciplinary; anti-bribery; grievance; whistleblowing.

2.0 Process

The protocol below details the approach taken by the Academy:

- a) Initial contact with the Academy Operations Manager (if complaint is about FT staff)
- b) Contact with Head of Coaching or Lead Age Phase coach (if complaint is about a PT coach)
- c) Case/complaint with details recorded Lead Age Phase Coach, brought to the attention of the Academy Operations Manager
- d) Recorded meeting with parent/carer (with or without child, dependent on wishes)
- e) Investigation conducted to draw-up balanced details, to include all Parties
- f) Agreement of resolution between Parties with action plan and monitoring
- g) Action plan delivered with possible discipline (dependent on findings)
- h) Executive Chairman notified in writing with supporting case notes, in the case of staff involvement (and kept on personal file unless no case found)
- i) HR informed and further action taken by them depending on incident and extent
- j) At this juncture: any external investigation/involvement (e.g. criminal) undertaken with cooperation from HR & The Club
- k) Any internal/non-criminal appeal to go to the Executive Chairman for hearing
- l) Further internal/non-criminal appeal to go to English Football League (delivered by Executive Chairman & Academy Operations Manager)
- m) Any further internal/non-criminal appeal beyond to be dealt with by The FA
- n) All outcomes/decisions provided confidentially to those Parties involved in any event