



ASPLEY GUISE
FOOTBALL CLUB



<https://www.aspleyguisefc.co.uk>

ASPLEY GUISE FC

Aspley Guise Football Club

CLUB COMPLAINTS PROCEDURE

2026/27 SEASON



Applies to: All players (youth and senior), coaches, managers, volunteers, committee members, parents/carers and visitors.

Policy Statement

Aspley Guise Football Club (AGFC) is committed to maintaining a positive, respectful and inclusive environment both on and off the pitch.

The Club recognises that concerns or complaints may arise from time to time. We are committed to ensuring that complaints are handled:

- Fairly
- Promptly
- Impartially
- Respectfully
- In accordance with Club policies and FA guidance

Where possible, concerns will be resolved informally. Where this is not appropriate, a clear formal procedure is available.

Scope

This policy applies to complaints regarding:

- Behaviour of players, coaches, managers, volunteers or officials
- Significantly unreasonable or improper conduct
- Breaches of Club policies or Codes of Conduct
- Social media misuse
- Health and safety concerns
- Equality, diversity or discrimination matters
- Club administrative decisions
- Conduct bringing the Club into disrepute

This policy does **not** apply to:

- Referee decisions during matches
- Minor footballing disagreements
- Safeguarding allegations (handled under the Safeguarding Policy)
- Criminal matters (which may be referred directly to Police)

Whistleblowing concerns relating to malpractice, wrongdoing or risk of harm should be raised in accordance with the Club's Whistleblowing Policy via the Safeguarding Officer or Chairperson.



Safeguarding Contacts

If a complaint involves the welfare or safety of a child or vulnerable adult, it must be reported immediately to:

Designated Safeguarding Lead (DSL) and welfare officer

Joanna Clay

Email: welfare@aspleyguisefc.co.uk

Tel: 07568 306155

Deputy Designated Safeguarding Lead (in absence of DSL)

Yasmin Husbands

Email: yasmin@aspleyguisefc.co.uk

Tel: 07949 929004

Safeguarding concerns override this complaints procedure and will follow The FA safeguarding processes.

Stage One – Informal Resolution

Where appropriate, concerns should first be raised informally:

- Football matters – Speak to the Team Manager or Coach
- Volunteer or matchday concerns – Speak to the relevant Committee Member
- Serious behavioural concerns – Contact the Chairperson or Safeguarding Officer

Many concerns can be resolved through calm and respectful discussion.

If informal resolution is not appropriate or unsuccessful, proceed to the formal stage.

Stage Two – Formal Complaint

1 Submitting a Formal Complaint

A formal complaint must be submitted in writing to:

Club Secretary

Katy Way

Email: secretary@aspleyguisefc.co.uk

If the complaint concerns the Secretary, it should be sent to the Chairperson.

The complaint must include:

- Your name and contact details
- Clear details of the complaint
- Names of those involved
- Date and location of the incident
- Any supporting evidence
- The outcome you are seeking



Complaints should normally be submitted within **30 days** of the incident.

2 Acknowledgement and Timeline

The Club will:

- Acknowledge receipt within **5 working days**
- Confirm whether the complaint falls within this policy
- Appoint an Investigating Officer within **10 working days** of acknowledgement
- Ensure the Investigating Officer contacts the complainant within **5 working days of appointment**

The Club aims to complete investigations within **28 working days**, where possible. More complex matters may require additional time, and updates will be provided where necessary.

Investigation Process

The appointed Investigating Officer or panel will:

- Act impartially and without conflict of interest
- Gather relevant evidence and statements
- Offer all parties the opportunity to respond
- Maintain appropriate confidentiality
- Keep written records of the investigation

The standard of proof applied is the **balance of probabilities**.

Improper attempts to influence witnesses or the investigation may result in separate disciplinary action.

Where appropriate, matters may be referred to the relevant County FA in line with FA complaint handling guidelines.

Outcomes

Following investigation, the Club may:

- Dismiss the complaint
- Provide informal guidance or mediation
- Issue a written warning
- Impose suspension
- Remove membership
- Refer the matter to the County FA
- Refer the matter to statutory authorities

The decision will be communicated in writing.



Appeals

An appeal may be submitted within **7 days** of receiving the outcome.

Appeals must:

- Be submitted in writing
- Clearly state the grounds for appeal

A different Committee member or independent panel (not previously involved) will review the appeal and provide a response within **14 working days**, where possible.

The appeal decision is final at Club level.

External Escalation

If a complainant remains dissatisfied after the Club's appeal process has concluded, they may escalate to:

Berks & Bucks FA

Email: safeguarding@berks-bucksfa.com

Website: www.berks-bucksfa.com

The Football Association Safeguarding Team

Email: safeguarding@thefa.com

Tel: 0800 169 1863

For safeguarding concerns involving children:
Milton Keynes Multi-Agency Safeguarding Hub (MASH)
Tel: 01908 253169

For criminal matters:
Police – 999 (emergency) or 101 (non-emergency)

Conduct During Complaints

The Club will not tolerate:

- Abusive language
- Threats or intimidation
- Harassment
- Public complaints via social media

Such behaviour may result in disciplinary action.



Confidentiality and Record Keeping

- Complaints will be handled sensitively.
- Information will be shared strictly on a need-to-know basis.
- Records will be stored securely in line with the Club's Data Protection Policy.
- Complaint records will normally be retained for **3 years**.

Malicious or knowingly false complaints may result in disciplinary action.

Final Statement

Aspley Guise Football Club is committed to fairness, transparency and respect.

We encourage concerns to be raised appropriately and will treat all parties with dignity throughout the process.
