CROSBY STUART JUNIOR FOOTBALL CLUB

Complaints Policy

How to raise a complaint and how we will deal with it · England Football Accredited ★★★

Crosby Stuart is run entirely by volunteers who give their time to make football happen. Occasionally things go wrong, and when they do we want to hear about it so we can put it right. This policy explains how to raise a complaint and what will happen.

Before you start

> **Safeguarding concerns are not complaints.** If you are worried about a child's safety or welfare, contact a Club Welfare Officer straight away at welfare@crosbystuart.co.uk. If a child is in immediate danger, call 999.

Issues about refereeing or on-the-pitch discipline are handled by the league and Liverpool FA, not by the club.

Our promise

- Every complaint will be dealt with fairly, confidentially and as quickly as possible.
- Nobody will be treated less favourably for making a complaint in good faith.
- Anyone involved in the complaint will not take part in deciding it.

Stage 1 – Talk to us

Most issues are best sorted out with a quick, calm conversation. Speak to the team manager or coach first. If your concern is about the team manager, or you'd rather not speak to them, go straight to Stage 2.

> In line with our Constitution, only complaints made **in writing** can be formally investigated. If a chat doesn't sort things out, please put your complaint in writing.

Stage 2 – Formal complaint

1. Put your complaint in writing to the **Club Chair** within 28 days of the issue, explaining what happened, who was involved and what you would like to happen. Email it to **secretary@crosbystuart.co.uk** marked **"For the attention of the Chair"**, or hand a written letter to the Chair.
2. We will acknowledge your complaint within 7 days.

3. The Chair will look into it, or ask a committee member who isn't involved to do so, and may refer it to the committee for a decision. They may want to speak to you and to anyone else involved.
4. We aim to give you a written response within 28 days. If it will take longer, we'll let you know why.

Stage 3 – Review

If you are unhappy with the outcome, you can ask in writing for a review within 14 days of our response. In line with our Constitution, the review is chaired by the Vice Chair with three committee members who were not involved in the original decision (if the Vice Chair is involved, another committee member chairs it). Their decision is final for the club. Where a complaint involves FA rules, you can also contact Liverpool FA.

Respect

We ask everyone to raise complaints respectfully. Abusive or threatening behaviour towards our volunteers will not be tolerated and will be dealt with under the Code of Conduct. Records of complaints are kept confidentially and in line with our Privacy Policy.

Who to contact

Club Welfare Officers
Von Parker Sheridan (Girls) · **Joe Buckley** (Boys)
welfare@crosbystuart.co.uk

Club Secretary
Jan Meadows
secretary@crosbystuart.co.uk

Liverpool FA Safeguarding
Safeguarding@LiverpoolFA.com · 0151 523 4488

The FA Safeguarding Team
Safeguarding@TheFA.com · 0800 169 1863

If a child is in immediate danger, call 999. NSPCC Helpline 0808 800 5000 · Childline 0800 1111

APPROVED BY	POSITION	DATE
Ben McDonald	**Chair, Crosby Stuart JFC**	**21 November 2026**