** RHYFC: COMPLAINTS PROCEDURE**

At RHYFC we care about what you think and are always looking to learn and grow as a club. This means we listen to everyone’s needs and respond with a sense of urgency when they tell us about any concerns. In any community, situations or conflicts can occur, we want our club to have an environment where, long before any conflict arises, we foster mutual respect, tolerance, and clear and honest communication.

We are receptive to all comments from those who have contact with RHYFC, whether positive or negative. It is vital to our continuing success that any negative feedback or complaints are dealt with effectively. We aim to deliver the highest level of service and expectation at all times.

**REPORTING**

RHYFC encourages people who have concerns or complaints to discuss more general concerns with the Chairperson or another registered committee member, who will then involve at least (3) other registered committee members as they feel necessary or appropriate.

Complaints/concerns can be received via email to the Club Secretary - committee@rosehillyouth.com or the Club Chairperson [info@rosehillyouth.com](https://d.docs.live.net/44d2bc4b2c9bb6e6/Lauren%20RHYFC/RHYFC%20-%20Lauren/RHYFC%20-%20FORMS/info%40rosehillyouth.com)

Details must include the following:

* YOU’RE NAME
* DATE & LOCATION event occurred
* NAME of WHO complaint/feedback is ABOUT
* DETAILS of incident, including any witnesses
* DATE REPORTED & WHO reporting to

More general feedback via the new Club Feedback link which is available in all Club Whatsapp groups, Facebook page and Website.

**INVESTIGATING**

Upon receiving information all complaints will be investigated thoroughly and obtain information from everyone involved. This will then be discussed with at least (3) other registered committee members at least (1) must be Chairperson or Vice chair, to determine whether this can be resolved effectively between those involved in the situation, or next steps will be put in place . (See outcome)

**OUTCOME**

An EGM will be called within 14 days of receiving a complaint, with a minimum of (4) registered committee members attending, one (1) must be Chairperson or vice chair. Depending on the severity of the situation may result in immediate dismissal from the club without an EGM, when in their opinion, it would not be in the interests of the club for them to remain involved with the club. This will be discussed between the Chairperson and three (3) other registered members of the committee. In which the person(s) involved will be informed and they will have seven (7) days to appeal, to hold an ‘EGM’ which must be held within fourteen (14) days from the date of appeal or decision will be final.

The Committee shall have the power to issue steps 1 or 3 (2 if second complaint) this must be with a vote in favour of 3/1 of any decisions made, in the events of a tie, Chairperson will hold the casting vote.

1. A WARNING will be issued
2. A FINAL WARNING will be issued
3. DISMISSAL from the club

**RECORDS**

All concerns and actions must be recorded, Copies will be retained for a period of three (3) years.

\*\*Any urgent/serious accident, injury or safeguarding issues the appropriate authorities will be notified ASAP.

If anyone feels that a problem is not be resolved or re-occurs, they may wish to re-report. (See reporting)

We ensure as part of the process we take account of any lessons learnt and communicate them to all involved with RHYFC and the complainant. Well make sure that any necessary ongoing action or training is carried out within a reasonable time frame.

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