

COMPLAINTS PROCEDURE

- a) Any person having involvement with Wideopen Football Club must bring any complaint or grievances to the attention of the Child Welfare Officers and the Central Committee in writing and within seven days of the incident, deed or event which was the cause of their concern. Failure to do so may result in a loss of right of complaint and therefore will not be discussed a Full or Central Committee.
- b) The Central Committee will not entertain a "list" which has taken a number of weeks or years to collate being presented as a case against any person involved within the club. The Central Committee should be informed as soon as an issue is identified.
- c) Minor problems which may be deemed as not important enough to warrant a formal complaint may be forwarded to the Child Welfare Officers who will keep it on record for a period of six months. In this way anyone who is the subject of a sequence of minor complaints will be identified and may be asked to discuss/explain these matters to the Central Committee.
- d) All complaints/information referred to the Central Committee and / or Child Welfare Officers will be confidential until such time as it must be brought to the attention of the Team Management Committee. Information retained by club officials for six months (as in c above) will remain confidential.
- e) No individual officer of the club should retain information pertinent to disciplinary matters. For the protection of the club officer and the person concerned, the Child Welfare Officer or the Chairman should also be made aware.