

**Yorkshire Regional Talent Centre**

**Complaints/Grievance Procedure**

It is recognised that in any football club, differences and misunderstandings may arise.

Successful resolution of differences depends on the willingness of the parties involved to communicate with one another.

Every effort should be made to resolve Complaints/Grievances in an informal manner whenever issues arise.

However, there will be occasions where issues cannot be resolved informally.

Yorkshire Regional Talent Centre have a formal procedure to deal promptly and fairly with any serious differences of opinion.

**Informal Procedure**

* Discuss the complaint or grievance with the person(s) involved and seek a resolution as soon as practical.
* Talk directly face to face.
* Do not raise the issue on any Social Media Platform including Whatsapp or Spond as it is not appropriate for a complaint to be placed in the public domain whilst the facts surrounding the issue are being gathered.
* Where no satisfactory solution is possible, initiate the formal Complaints procedure.

**Formal Grievance Procedure**

As soon as practical a description of the complaint should be provided to the Club Secretary in accordance with the FA Charter Standard Club Programme Complaints Procedure.

* The complaint must state the alleged issue, and in your view a suggested resolution to the grievance.
* Details of the issue must not be placed on any Social Media Platform including Whatsapp or Spond as it is not appropriate for a complaint/Grievance to be placed in the public domain whilst the facts surrounding the issue are being gathered.
* A Grievance Panel will be formed consisting of three members of the Yorkshire RTC Club Committee.
* The Grievance Panel will formally respond to the complaint/grievance and if necessary, request further information.
* A complaint/grievance hearing involving all interested parties will be called, where all sides can put their case forward.
* Having heard all sides of the argument, the Complaint/Grievance Panel will decide on how best to resolve the complaint. This decision will be communicated to all interested parties.
* Decisions on all Complaints/Grievances will be made within two weeks of the formal procedure being initiated.
* The decision of the Complaints/Grievance Panel is binding.
* Should the Complainant be satisfied with the Clubs decision they are able to take the complaint to the Sheffield and Hallamshire FA.