



## **GUERNSEY WALKING FOOTBALL COMPLAINTS PROCEDURE**

In the event of a complaint being made against the Guernsey Walking Football LBG's staff or members, the following procedure shall be adopted:-

1. The complaint will initially be reported to the Board of Directors of the Guernsey Walking Football LBG who shall investigate the matter in a timely manner in order to ensure that there is no unreasonable delay.
2. The appointed Director shall request the complainant to submit their complaint in writing and shall on receipt of the written complaint, investigate the matter. Such investigation shall encompass asking the member who is the subject of the complaint to provide an account of the matter being investigated; such account to be in writing.
3. Having received the written complaint and the written response the appointed Director may ask for additional clarification from either party or any third party who witnessed the incident giving rise to the complaint. In addition, he/she may consult any external agency (where relevant) for an expert opinion as to good practice, such consultation to be on a "no names" basis, if possible.
4. Having investigated the complaint the appointed Director shall write to the complainant (with a copy of such letter being sent to the member) advising the complainant of the result of the investigation, a copy of the letter also being sent to the Board of Directors of the Guernsey Walking Football Club.
5. If either the complainant or the member is not satisfied with the outcome of the investigation by the appointed Director, they may appeal in writing within 7 days of the date of the letter from the appointed Director, setting out the grounds of appeal and requesting that the Board of Directors of the Guernsey Walking Football establishes an appeal panel consisting of three Directors to consider the appeal.
6. The panel shall have total discretion in the manner in which they deal with investigating the complaint. They shall publish their decision in writing which shall be communicated to both parties and the appointed Director. Their decision shall be final.
7. If the complaint is about the conduct of the appointed Director, the matter will be investigated by the Board of Directors of the Guernsey Walking Football LBG. The investigation procedure



shall follow the procedure outlined above with the consequential amendment of substituting the words Board of Directors for appointed Director where appropriate in the above text.

8. Where the appointed Director, or the appeal panel, consider it appropriate (at their absolute discretion) they may depart from this procedure and/or adapt such procedure as they consider fair in the circumstances of any complaint.