

# Northallerton Town Juniors FC (NTJFC)

## Making a comment or complaint

## How can we make things better?



This procedure should be read in conjunction with the following policies and supporting documents:

- NTJFC Code of Conduct
- FA Safeguarding Children Policy
- NTJFC 24 hour rule
- Club Ethos

Whilst we endeavour to give all junior members, their families and carers, nothing short of an enjoyable and rewarding experience being part of NTJFC, we might not always get it right. By formally raising a complaint, through the appropriate channels, you give us the chance to hear your frustrations, explore what you feel has gone wrong and put it right where necessary.

It is important to remember that, if your concern directly relates to a safeguarding issue, you should follow the appropriate steps by contacting the Club's Welfare Officer, Emma Brown, confidentially on 07794190720.

We also ask that, if your complaint is linked to decisions made or actions taken by your team's Coach on a match day, you demonstrate following the '24 Hour Rule', before then speaking to your Coach / Coaching team in the first instance.

### What can I complain about?

We define a complaint to be an expression of dissatisfaction, be it around the standard of service provided, actions taken (or lack of) by the Club, or someone acting on the Club's behalf, which is having an impact on an individual or group of people. This could be (but not exclusively) about things like:

- Failure to provide the service you pay for
- Our standard of service
- A club representative's conduct or behaviour
- Our failure to adhere to the Club's Policies

### How can I give feedback?

You can offer general feedback by contacting us at [ntjfc@outlook.com](mailto:ntjfc@outlook.com)

To formalise a complaint, please contact our Parent Liaison Lead Julia Oosthuizen on 07929804704.

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Stage one - Once you contact us with your complaint we will always try to resolve your concerns quickly. We will:

- Acknowledge receipt of your complaint within one week.
- Decide, within a select group of the Committee, who is best placed to handle your complaint (this will usually be either the Parent Liaison Lead, Football Development Lead or Welfare Officer).
- The chosen lead will liaise with you as your dedicated point of contact, looking in to your concerns fully and provide you with an outcome.

We hope that you'll be happy with the handling of your complaint, but if you do remain unhappy, you can ask for your complaint to be escalated to the next stage. You will need to do this within one month of us informing you of your complaint decision or outcome.

We will ask you:

- What part of your stage one complaint remains unaddressed or outstanding
- What part of our response you disagree with and why
- What you would like the outcome of your complaint to be

Stage two - During stage two, another Committee Member (this will usually be Vice Chair or Chair Person) will look at:

- The actions taken at stage one
- Any outstanding actions (it's not a repeat of the full investigation). We check the actions and decisions taken at stage one were thorough, reasonable and fair.

We will confirm your complaint is being reviewed, give you timeframes and let you know who is your point of contact. We aim to:

- Acknowledge receipt of your complaint within one week
- Provide a response or outcome within one month, though more complicated cases can take longer than this.

If you still remain unhappy with our actions, you can escalate your case to the North Riding FA

By Phone: 01642 717770

By Email: [Support@NorthRidingFA.com](mailto:Support@NorthRidingFA.com)

Address: North Riding FA, Broughton Road, Stokesley, Middlesbrough, TS9 5NY