

Club Complaints Procedure

If a club or individual wishes to make a complaint where they feel the League's rules, policies or Code of Conduct have been broken, they must:

Provide a written statement, sent to complaints@super5league.com, which includes:

- Details of the incident, what occurred, when and where the incident took place
- Names/Club affiliation (if known) of those involved
- Witness Names & Statements (if applicable)
- Any direct quotes from those involved (please clearly indicate these using speech marks “ ”)

Provide the statement in chronological order and confirm the time(s), date(s) of all conversations you may have had in person with any League staff (if relevant).

The League aims to resolve all complaints within 3 weeks of receipt. However, it should be noted that this time frame is not always feasible depending on the complexity of the complaint or the level of investigation needed to deliver an accurate and satisfactory resolution.

Once a complaint has been received:

1. Within 1 day, you will receive acknowledgement that the League has received your submission.

2. Within 3-5 working days, the League will confirm if they are able to resolve your complaint in line with our internal policies and procedures, or if the matter will need to be referred/escalated to a relevant higher governing body. Where the complaint can be dealt with internally, it will be passed onto the relevant and impartial League Committee/Staff Members, and we will inform you of who will be investigating at this time.

4. The named League Committee/Staff Members will be in contact with you within 7 working days of the complaint being passed to them to acknowledge receipt, indicate the investigation timeline involved and request any additional information they may require.

5. The League Committee/Staff Members will communicate the results of the investigation to the complainant via email, detailing their findings and conclusion. They will list any actions that will be taken as a result of the complaint (including a reasonable estimate of timeframe as to when the actions will be implemented) as well as restating the options available to escalate the complaint further if the complainant is unsatisfied.

As an affiliated League, Complainants are entitled to escalate any complaints to a higher governing body if:

1. They are dissatisfied with the attempts of the League to resolve the matter
2. No internal resolution can be reached
3. The League has failed to acknowledge or provide any progress report regarding your complaint within 1 calendar month.

In this case, the complainant is then entitled to escalate their complaint to the **Amateur Football Alliance (AFA)** using the below details. It is essential for the AFA to consider your complaint that every effort has been made to resolve the matter internally.

Melanie Armstrong

Football Services Manager

discipline@amateur-fa.com

020 8733 2613

In the event that the complainant feels that the matter has not been satisfactorily resolved by the **Amateur Football Alliance**, the complaint may then be escalated/referred to **The Football Association (FA)** using the below details.

Customer Relations
The Football Association
Wembley Stadium
PO Box 1966
London
SW1P 9EQ
0800 389 0699 (Mon-Fri, 9am-5pm)

If the complainant is still not satisfied, the final option is to refer their complaint to the **Independent Football Ombudsman** which has a clear remit to receive and adjudicate any complaints from football supporters and participants which have not been resolved by the football authorities.

The Independent Football Ombudsman
Suite 49
33 Great George Street
Leeds
LS1 3AJ
0800 588 4066
contact@TheIFO.co.uk

Safeguarding Concerns

If a club or individual needs to report a safeguarding concern, the first point of contact will be the League Welfare Officer.

Neal Akhtar
N.Akhtar@super5league.com
07941 759 761

If the complaint is about the League Welfare Officer, please report any concerns to:

Amateur FA Designated Safeguarding Officer
Dyahanne Sappleton
safeguarding@amateur-fa.com
07904 649876

Please also refer to the Super5 League Safeguarding Policy or the FA Safeguarding Policies and Procedures.

If after this, you still feel there has not been a sufficient outcome, please refer to The FA Whistleblowing Policy (as outlined below).

The FA Whistleblowing Policy

If you have reported a safeguarding concern about a child, young person or adult at risk, and are dissatisfied with the way the concern has been handled, there are several organisations you should escalate your concern to.

