



COMPLAINTS PROCEDURE

United Services Portsmouth FC strive to be fair, honest and transparent whilst aiming to be fully diverse and inclusive in everything we do. Sadly there will occasionally be incidents where two parties cannot find common ground and agreement.

In the event that any player or parent feels that they have suffered discrimination, victimisation or harassment or that any USPFC policies, rules or codes of conduct have been broken please follow the procedures set out below.

In the first instance, we would hope that any issues could be dealt with informally with the matter being raised with the team manager / coach by the player's parent or complainant at an appropriate time (ie. not at or during a match or in front of the players).

Should the matter not be resolved informally or not be appropriate for informal discussion (in particular should it involve an issue of child welfare) then the matter should be reported to the Club Secretary usportsmouthfc.co.uk For any child welfare issues the club also has a "report a concern" link via our website (www.usportsmouthfc.co.uk) under the Welfare section.

The report should include:

- Details of what, where and when the incident took place.
- Any witness statements and names.
- Names of any others who have been treated in a similar way.
- Details of any former complaints made about the incident, dates, when and to whom made.
- A preference for a solution to the incident.

The Club Secretary will consider the issue as presented and decide whether further investigation is necessary or whether a written decision can be reached by simple reference to USPFC policies, rules or codes of conduct. If a written decision can be made without further investigation this will take place within 14 days from the date of receipt of the report.

Should the issue involve child welfare further investigation will always be undertaken and the report will also be copied to the clubs Child Welfare Officer.

Should the Club Secretary determine that any complaint requires further investigation, a formal meeting may be convened giving at least 7 days notice. The player parent / complainant and manager/ coach may attend together with the Club Secretary and two further committee members who will also minute the meeting. In the case of a welfare issue the clubs Child Welfare Officer will be in attendance as one of the two club committee members.

Any such meeting will be confidential and both parties will be asked to speak and further clarification and documentation may be requested. Any such meeting will be conducted politely and without use of inappropriate language.

The panel representing the club will consider and deliver a decision via e-mail within 14 days from the meeting date. Such decisions will be in accordance with USPFC policies, rules and codes of conduct.

Any person found to have broken USPFC policies, rules or codes of conduct may be :

- Warned as to future conduct
- Suspended from attending matches and training sessions
- Removed from the club.

Appeals against any decisions made as part of the above procedure need to be sent to the clubs Chairman via e-mail to usportsmouthfc.co.uk within 7 days of receiving the result of any such meeting and/or investigation. The Chairman will not be part of the panel on the original meeting hearing the complaint

There may be occasions when cases may have to be referred to the designated Welfare Officers Team at Hampshire FA. In such cases, The Safeguarding Team at Hants FA will advise the Club and/or take action themselves if any situation meets their referral criteria or if the Club request their involvement in complex cases.

Richard Stephenson
Chairman
United Services Portsmouth FC

