

# V.C.S.A.

VALLANCE COMMUNITY SPORTS ASSOCIATION

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## COMPLAINTS POLICY

- **VCSA** has been set up to provide a service to the multi cultural and ethnic community in which we operate. There is a particular commitment towards vulnerable young people, who are disaffected and feel socially excluded.
- **VCSA** takes a pride in being transparent and will always be open to suggestions about improving our Service Delivery.
- **VCSA** is well aware that not only our players and teams are our most precious asset but also include and welcome our supporters, particularly the families of our younger players, volunteers and employees
- **VCSA** Board of Directors are committed to be fully representative of the organisation in order that not only employees and volunteers, but also players, parents have direct access to members of the Board, who can informally advise and if appropriate mediate on their behalf, if they have a grievance. If the matter remains unresolved however, or is clearly a serious/complex matter, the Complaints Procedure should be followed.
- **VCSA** may, from time to time, receive complaints from other organisations in competition with us. Every effort should be made to expedite a resolution of the matter. Any matter will be dealt with in accordance with our Complaints Procedure.
- **VCSA** is anxious to work together in harmony with other similar organisations.

### COMPLAINTS PROCEDURE:

- Any aggrieved party can make either an informal complaint verbally, a formal complaint in letter form or complete the VCSA Complaints Form, as attached. Any complaints must be sent from the original recipient to the Chairperson of the Board in a brief written report, even if it has been resolved.
- If the Chairperson considers that the matter can be dealt with informally, s/he should deal with the matter as soon as possible.
- If the Chairperson finds the matter cannot be resolved informally and considers the complaint to be serious enough to be formally investigated he will appoint a group of three Directors, who are demonstrably impartial.
- The complaint should be fully investigated and every effort made to resolve the issue by mediation between all parties involved.
- Should the complaint made be found to be justified and so serious, it is likely that Disciplinary Action will have to be taken, where appropriate, i.e. under FA/ECB Disciplinary Rules relating to players or under Employment Law relating to employees.
- Should the complaint made be found to be fundamentally trivial or malicious, it may be that Disciplinary Action will have to be taken, where appropriate.

#### **Timetable of an Investigation:**

- A letter should be sent to the complainant within three working days outlining the procedure to be followed.
- The aim will be for the panel to complete the investigation within two weeks. If there are good reasons why this cannot be achieved the complainant should be notified and another deadline given, as soon as possible.
- The Chairperson is reserved to preside over any Appeal that might be made.

#### **Records:**

- Any complaint must be recorded and signed by both the complainant and the original recipient of the complaint. This should be kept in the Complaints File with all documents relating to the investigation.
- Records of all Complaints will be reviewed annually as part of the VCSA Feedback System.

**As the Chairperson is reserved to Chair an Appeal against any decision made in a Disciplinary Action, he will therefore be unable to take part in the early stages of the complaints procedure**