



Tavistock Football Development Centre Ltd Complaints Policy

1. Purpose of the Policy

The purpose of this policy is to provide a clear and transparent procedure for managing complaints from parents, guardians, players, or any other stakeholders involved with Tavistock Football Development Centre Ltd. We are committed to resolving complaints in a timely and fair manner to ensure the best possible experience for all.

2. Scope of the Policy

This policy applies to all members, staff, players, volunteers, parents, and stakeholders of Tavistock Football Development Centre Ltd.

3. Definitions

Complainant: The person making the complaint.

Complaint: Any expression of dissatisfaction with the services provided by Tavistock Football Development Centre Ltd, including conduct of coaches, volunteers, players, or others associated with the Centre.

4. Procedure for Making a Complaint

If you have a complaint, you are encouraged to follow the steps below:

Step 1: Informal Resolution

In the first instance, you should try to resolve the issue informally by discussing the

matter with the relevant person. This could be a coach, volunteer, or member of staff at the centre.

Step 2: Formal Complaint

If the issue is not resolved informally, or you feel uncomfortable approaching the person involved, you may submit a formal complaint in writing.

Complaints should be submitted to one of the following:

Managing Director: Michelle Fitzsimmons

Operations Director & Head of Recruitment Louis Ormston

Assistant Director: Shelby Ormston

Tavistock Football Development Centre Ltd

Email: info@tfdc.co.uk

The formal complaint should include:

- Name and contact details of the complainant
- Details of the complaint (including dates, times, and names of individuals involved, if applicable)
- Desired resolution

Step 3: Acknowledgment of Complaint

Upon receipt of the formal complaint, the Centre will:

- Acknowledge receipt of the complaint within 5 working days.
- Investigate the complaint, which may involve speaking to relevant parties.
- The investigation will be carried out by a designated member of staff not involved in the issue to ensure impartiality.

Step 4: Investigation Outcome

Tavistock Football Development Centre Ltd will provide a written response to the complainant within 14 working days of receiving the complaint, detailing:

- Findings of the investigation.
- Any action to be taken (if applicable).
- The right to appeal the decision (if applicable).

5. Appeals Process

If you are dissatisfied with the outcome of the investigation, you may appeal the decision by submitting a written request for an appeal within 7 days of receiving the outcome. The appeal will be reviewed by a panel consisting of senior members of the centre who were not involved in the initial complaint.

The appeal decision will be communicated to the complainant within 14 days of receiving the appeal request.

6. Confidentiality

All complaints will be handled in strict confidence and shared only with those involved in the investigation process. However, in cases where safeguarding issues are identified, information may be shared with the relevant authorities.

7. Monitoring and Review

Tavistock Football Development Centre Ltd will monitor complaints to identify any trends or areas for improvement. This policy will be reviewed annually or in response to any changes in legislation.



Complaints Form:

Complainants Name	
Contact Information	Phone
	Email
Nature of Complaint	
Date of Incident	
Desired Outcome	
Signature	Date of Submission

