

Complaints Procedure

Shooters FC is regarded as a responsible, attentive and a very caring club. Shooters want to offer its best possible environment for its young players to develop, not just in football terms but also as individuals growing up in the area.

We will always try to work with both player and parents and if any problems arise hope to deal with them at the earliest opportunity, allowing the player to continue playing and using this unique grass root environment to their full advantage.

As a club we would like to have an open door approach and discuss any matters of concern. In-fact we would value your feedback and this may add value. Any player or parent can discuss any matters with the appropriate person however it would be appreciated if an agreed and convenient time is found for both parties.

In general this should deal with any grievances or issues that may arise.

However, if you wish to make a complaint, firstly speak to your age group coach and or manager. Try to be as clear and open as possible acting as calm as you can about such matters. Please remember the club is run by volunteers.

If the coach or manager is unable to resolve the complaint satisfactory please discuss your concerns with the club welfare officer. (Jason 07814957181 or shootersfc@ntlworld.com).

If the complaint involves child protection it is satisfactory to approach the welfare officer direct.

ShootersFC will try to deal with all matters quickly as possible and we will aim to reply to any letters from you within 14 days of receiving correspondence.

If we are unable to do so, because we are conducting an investigation, we will inform you when you can expect a full reply.

If you are still not satisfied with our response please contact the club secretary or chairman to discuss the next steps. As all clubs are affiliated to county football association it may be the club needs to seek further advice from them.