

# Busby Amateur Football Club

## Complaints Process

1. Busby Amateur FC is registered with the Scottish Youth Football Association (SYFA) and details of their complaint policy can be their website [www.scottishyouthfa.co.uk](http://www.scottishyouthfa.co.uk)
2. In the event of a 'child protection issue' the following process should occur by the player, parent/guardian or other interested party;
  - The matter must be raised with the Club's Child Protection Officer, whose contact details appear on the Club's website. Initially this may be done verbally or in writing but if no resolution can be reached the complaint must be put in writing.
  - If no resolution has been reached by the Child Protection office he/she must advise a member of the Club Board.
  - The Club Board will arrange a meeting with a minimum of two members of the Club Board in attendance to consider the evidence and have a meeting with relevant parties.
  - If the dispute related to a Club Board member any meeting of the Board to discuss the complaint would exclude that person.

Contd overleaf

3. In the event of a 'non child protection' issue dispute the following process should be followed by the player, parent/guardian or other interested party;
- Discussion with the team coach to try to resolve matters.
  - If the matter cannot be resolved the issue should be raised with the General Manager for the Section of the club ie Seniors, Youth or Junior Sections. This can be referred by the complainer or the team coach.
  - If no resolution can be achieved the matter should be referred by the complainer or the General Manager for the Section to a member of the Club Board. The complainer must put the details of the complaint in writing. Contact details of the General Managers of the each Section and the Club Board appear on the club website.
  - The Club Board will arrange a meeting with a minimum of two members of the Club Board in attendance to consider the evidence and have a meeting with relevant parties.
  - If the dispute relates to the team coach or General Manager of that section of the club the complaint should be raised with the next level up.
  - If the dispute related to a Club Board member any meeting of the Board to discuss the complaint would exclude that person.

If the complainant remains unhappy with the decision of the Club Board they may refer the dispute/complaint to the Scottish Youth Football Association whose contact details are;

- Scottish Youth FA, Hampden Park, Glasgow G42 9BF.
- Telephone 0141 620 4590 .
- Website details [www.scottishyouthfa.co.uk](http://www.scottishyouthfa.co.uk)