



Radcliffe Town Sports Club

Members of the Manchester Football League, North Bury Junior Football League & Bolton, Bury & District Football League



Radcliffe Town Sports Club: Official Complaint Procedure

Radcliffe Town Sports Club is committed to providing a high-quality service and a positive environment for all its members. This procedure outlines the process for members who wish to make a formal complaint regarding any aspect of the club. We aim to handle all complaints in a fair, confidential, and timely manner.

Please note: This procedure does not cover safeguarding concerns, which must be reported immediately to the Club Welfare Officer in accordance with our Safeguarding Policy.

1. How to Make a Complaint

1.1. Step 1: Informal Resolution Before making a formal complaint, members are encouraged to try and resolve the issue informally by speaking directly with the person involved or their team manager. Many issues can be resolved quickly and amicably at this stage.

1.2. Step 2: Formal Complaint If an informal resolution is not possible or appropriate, a formal complaint should be made in writing (via email or letter) to the Club Secretary.

1.3. Step 3: Content of the Complaint The written complaint must include the following information:

- Your full name and contact details.
- The full name of the person(s) the complaint is about.
- A detailed description of the incident or issue, including dates, times, and locations.
- The names of any witnesses.
- What you would like to happen as a result of your complaint.



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2. Complaint Handling Process

2.1. Acknowledgement The Club Secretary will acknowledge receipt of your complaint in writing within **7 days**.

2.2. Investigation The complaint will be referred to the Club Committee (or a sub-committee appointed for this purpose). An investigation will be conducted, which may involve interviewing the complainant, the person complained about, and any witnesses.

2.3. Decision The Club Committee will meet to consider the findings of the investigation and decide on an outcome. We aim to provide a formal written response to the complainant within 28 days of the complaint being received. This response will outline the committee's decision and the reasons for it.

3. Possible Outcomes

Following an investigation, the Club Committee may decide on one or more of the following outcomes:

- No further action required if the complaint is not upheld.
- Mediation between the parties involved.
- A formal apology.
- A formal warning issued to a member.
- Suspension of membership.
- Termination of membership.
- A recommendation for changes to club policies or procedures.



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4. Appeals Process

If the complainant is not satisfied with the outcome of the investigation, they may appeal the decision in writing to the Club Chairperson within **14 days** of receiving the formal response. The appeal will be considered by a different panel of committee members who were not involved in the original decision. The decision of the appeals panel will be final.

Contact Information for Formal Complaints

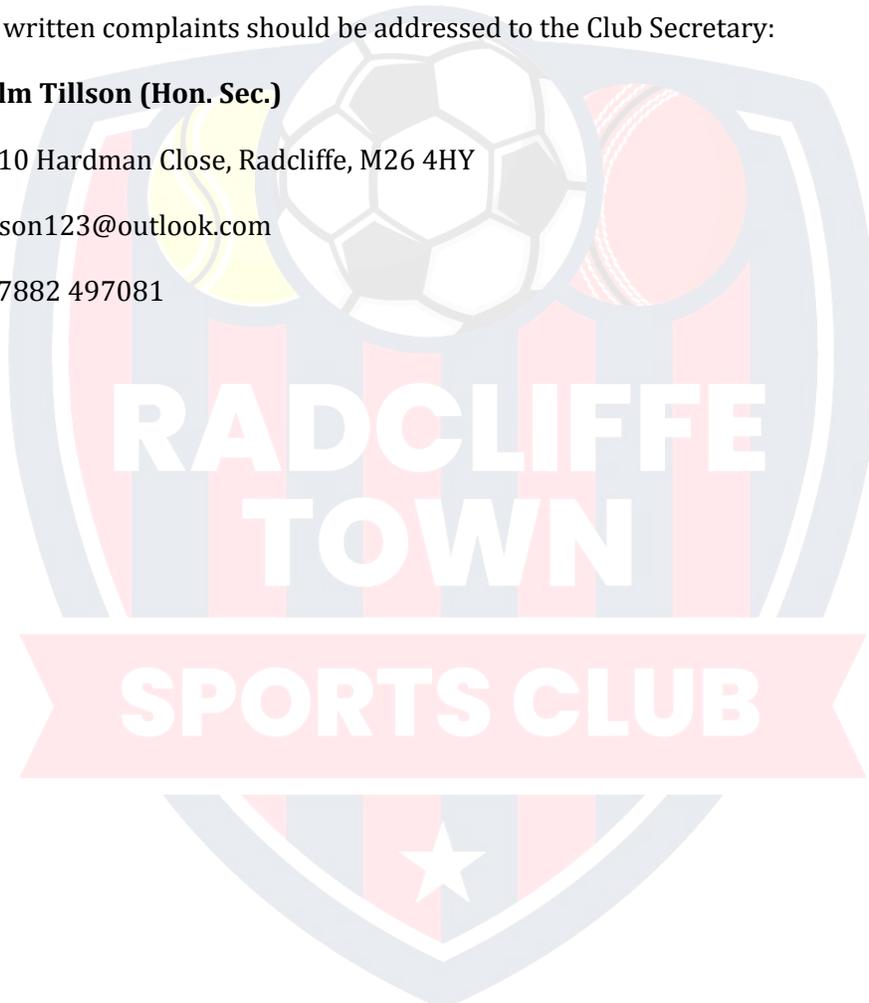
All formal written complaints should be addressed to the Club Secretary:

Mr Malcolm Tillson (Hon. Sec.)

Address: 10 Hardman Close, Radcliffe, M26 4HY

Email: tillson123@outlook.com

Mobile: 07882 497081



Radcliffe Town FC, King George VI Playing Fields, Outwood Road, Radcliffe, M26 1AG
Correspondence: Mr Malcolm Tillson (Hon. Sec.), 10 Hardman Close, Radcliffe, M26 4HY
Mob: 07882 497081 | Email: tillson123@outlook.com
President: Peter Duffy | Chairman: Craig Ormerod | Vice Chairman: Tunji Owolabi |
Treasurer: Malc Tillson