

LESMAHAGOW COMMUNITY FOOTBALL CLUB

Grievance Procedure

The Management Committee expects all Club Officials, players and spectators to observe the Club's Constitution, Rules and Codes of Conduct and to do their utmost to maintain the good name and reputation of Lesmahagow Community Football Club. It is recognised that in any football club, differences and misunderstandings may arise. Successful resolution of differences depends on the willingness of the parties involved to communicate with one another. Every effort should be made to resolve disputes in an informal manner whatever issues arise. However, there may be occasions where issues cannot be resolved informally. Lesmahagow Community Football Club aim to provide an orderly and formal procedure to deal promptly and fairly with any grievances.

Purpose of the Policy

Lesmahagow Community Football Club's aim is to ensure that players, parents/guardians or club official with a grievance relating to the football club can use a procedure which can help to resolve any grievance as quickly and as fairly as possible.

Informal Discussion

If a player, parent /guardian or club official has a grievance about the Club, they should discuss it informally with a Club Coach or Committee Member. We sincerely hope that the majority of concerns will be resolved this way.

Stage 1 – Statement of grievance

If the player, parent/guardians or club official feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to the Club Secretary in an envelope marked confidential stating the nature of the grievance and the players full name or the name of the individual who feels aggrieved.

In the event of the grievance being against the Club Secretary, the outline of grievance should be forwarded to the Club Chairman or a Member of the Management Committee.

Stage 2 – The grievance meeting

Within seven days the Committee will respond in writing to the statement, inviting the player and parent/guardian to attend a meeting, with a quorum of Committee members, where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible.

After the grievance meeting, the Committee members hearing the grievance will write to the player and parent/guardian informing them of any decision or action. This letter will be sent within seven days of the grievance meeting.

The Committee's decision will be final.