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2nd Phase – Communication & Potential Early Resolution

Meeting arranged & recorded with parent/carer (with or without Player, dependent on wishes) investigation conducted to cover all views

resolution with all
Parties & Action
Plan determined
where
appropriate

Complaint
resolved, records
kept on Academy
files & monitored
or:
Move to Phase 3 if
required

Complaint against
FT staff: Initial
contact made
with Academy
Director (AD)

PT staff Initial contact made with Head of Coaching (HOC) and/or Cell Lead Coach (CLC)

1st Phase – Information Gathering & Collation

Case/Complaint details recorded & in the case of PT staff – brough to the attention of AD

Complaint suitably resolved or:
Move to Phase 2 if potential further investigation is required

Contact Details

Academy Director:

arran.pugh@ecfc.co.uk

Head of Coaching:

ian.parkes@ecfc.co.uk

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Found discipline Internal/noncriminal appeals go to CEO, HR & Board for deliberation

Criminal actions & possible appeal undertaken within the auspices of the judicial system

4th Phase – Findings & Appeals

Not found criminal & noncriminal second/further appeal to English Football League

> All outcomes/decisions treated in strict confidence & provided to relevant Parties

The Club/HR findings reported

to The English FA

Judicial process

HR informed in writing with all case study notes kept on personal file, depending on incident & extent

Chief Executive
Officer (CEO)
notified with
supporting case
notes, in the case
of staff
involvement

3rd Phase – Continuation & Potential Further Action

at this juncture:
any further
investigation
placed in the
hands of **HR**

The Club/HR
hand over &
cooperate with
relevant
Authorities in the
case of potential
criminal action

Contact Details

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