

Cumbernauld Colts Football Club



Complaints Policy



Cumbernauld Colts Football Club's coaching staff are happy to listen to any comments/complaints presented to them by parents/guardians of their members. Our aim is to resolve any issue raised openly and honestly and as quickly and effectively as possible.

Should however any parent or guardian not wish to discuss an issue directly with the sections coaches/officials or be dissatisfied with a response provided by a section coach/official, the club player welfare officer who is independent of the section should be contacted. He/she will ensure the issue raised is fully investigated and responded to without delay.

Following investigation if deemed necessary the player welfare officer will convene a Management Committee meeting to hear a complaint within 7 days of the complaint being lodged. The committee has the power to take appropriate disciplinary action including the termination of membership.

The outcome of any subsequent disciplinary hearing should be notified in writing preferably by email to the person who lodged the complaint and the member against whom the complaint was made within 5 days of the hearing.

There will be the right of appeal to the Management Committee following disciplinary action being announced. The committee should consider the appeal within 7 days of the Secretary receiving the appeal.