**Complaints policy**

**Should anyone have cause to complain we would in the first instance ask they contact the sides manager and try and resolve the matter.**

**If that is not possible the matter can be escalated to the club welfare officer who will carry out enquires and provide a response to the complaint.**

**If this does not resolve the matter it can be further escalated to the club chair who will carry out their enquiries and provide a response.**

**This will be the limit of action within the club and should the complainant still be unsatisfied they should contact their local FA.**

**Brad Saunders Chair**

**Paul Griffin Welfare Officer**