



## **Ross Juniors FC Formal Complaints Form**

Welcome to the **Ross Juniors FC** formal complaints process. We take all complaints seriously and are committed to addressing them with the utmost integrity, fairness, and discretion. The information you provide will be treated with confidentiality, in line with our club's data protection and privacy policies. Please be aware that in order to fully investigate your complaint, we may need to share some details with the individuals involved.

Before you begin, please read through the entire form and our Club Policies available on our website at <https://www.rossjuniorsfc.com/policies>. This document outlines the different types of complaints we can handle, the formal process, and the potential outcomes.

*Please note: Submitting this form initiates a formal investigation. If you have not yet attempted to resolve the issue informally, we highly recommend you do so first by speaking with a team manager or coach.*



## Section 1: Complainant Details

Please provide your complete and accurate information. This section will be used for all correspondence regarding your complaint.

### 1.1 Personal Information

- **Full Name:** \_\_\_\_\_
- **Address:** \_\_\_\_\_
- **City/Town:** \_\_\_\_\_
- **Postcode:** \_\_\_\_\_
- **Country:** \_\_\_\_\_

### 1.2 Contact Information

- **Email:** \_\_\_\_\_
- **Phone Number:** \_\_\_\_\_
- **Preferred Method of Contact:** (check one)
  - Email
  - Phone

### 1.3 Relationship to the Club

- **I am a:** (check all that apply)
  - Player (Adult)
  - Player (Youth) - Parent/Guardian must complete this form on their behalf
  - Parent/Guardian of a Youth Player
  - Coach
  - Club Official/Staff Member
  - Member of the Public
  - Other (please specify): \_\_\_\_\_



- **If you are a player or parent/guardian, please provide the relevant team information:**
  - **Player's Name:** \_\_\_\_\_
  - **Team Name/Age Group (e.g., U14s):** \_\_\_\_\_



## Section 2: Complaint Details

This section is for you to provide a comprehensive summary of your complaint. Be as detailed as possible to assist in our investigation.

### 2.1 Type of Complaint

- **Please classify your complaint:** (check one)
  - **Poor Conduct/Misbehaviour:** (e.g., unsportsmanlike conduct, verbal abuse, bullying)
  - **Procedural Issue:** (e.g., failure to follow club policy, issues with team selection, administrative error)
  - **Safeguarding/Welfare Concern:** (e.g., concern for a child's safety, inappropriate behaviour towards a vulnerable person)
  - **Discrimination:** (e.g., based on race, gender, religion, disability, sexual orientation)
  - **Financial Issue:** (e.g., issues with fees, payments, or club funds)
  - **Facility or Equipment Issue:** (e.g., safety concerns with pitches, equipment, or changing rooms)
  - **Other:** (please specify): \_\_\_\_\_



## 2.2 Summary of the Complaint

Please provide a detailed, chronological account of the events. Include who was involved, what happened, when it occurred, and where it took place. Attach additional pages if necessary.



### Section 3: Incident Log & Witnesses

This section is crucial for a thorough investigation. Please provide specific dates, times, and locations for each incident.

#### 3.1 Incident Log

- **Date:** \_\_\_\_\_
- **Time:** \_\_\_\_\_
- **Location:** \_\_\_\_\_
- **Specifics of Incident:**

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- **Date:** \_\_\_\_\_
- **Time:** \_\_\_\_\_
- **Location:** \_\_\_\_\_
- **Specifics of Incident:**

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- **Date:** \_\_\_\_\_
- **Time:** \_\_\_\_\_
- **Location:** \_\_\_\_\_
- **Specifics of Incident:**

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### 3.2 Individuals Involved

- **Person(s) your complaint is against: (if applicable)**
  - **Name:** \_\_\_\_\_  
**Role:** \_\_\_\_\_  
**Team:** \_\_\_\_\_
  - **Name:** \_\_\_\_\_  
**Role:** \_\_\_\_\_  
**Team:** \_\_\_\_\_
  
- **Name(s) of any other witnesses or people with relevant information:**
  - **Name:** \_\_\_\_\_  
**Role:** \_\_\_\_\_  
**Contact:** \_\_\_\_\_
  - **Name:** \_\_\_\_\_  
**Role:** \_\_\_\_\_  
**Contact:** \_\_\_\_\_

### 3.3 Supporting Evidence

Please list any evidence you are submitting with this form. (e.g., screenshots of messages, emails, photos, video footage, medical reports, etc.).

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## Section 4: Actions Taken & Desired Resolution

We need to know what steps you have already taken and what outcome you are hoping for.

### 4.1 Previous Attempts to Resolve

- **Have you previously attempted to resolve this issue?**
  - Yes
  - No
- **If yes, please describe the actions taken:** (e.g., spoke to the coach, emailed the club secretary)
- **Who did you speak to?** \_\_\_\_\_
- **When did this attempt occur?** \_\_\_\_\_
- **What was the result of that attempt?** \_\_\_\_\_

### 4.2 Desired Resolution

- **What outcome are you seeking from this formal complaint?** (check all that apply)
  - An official apology from the club or individual(s) involved.
  - An official explanation of what happened.
  - Disciplinary action against the individual(s) involved (e.g., warning, suspension, expulsion).
  - Changes to a club policy or procedure.
  - Reimbursement or financial compensation. Please specify the amount and justification: \_\_\_\_\_
  - Other (please specify): \_\_\_\_\_



## Section 5: Declaration & Signature

### 5.1 Confidentiality and Data Use

By signing this form, I acknowledge that:

- The information I have provided is true and accurate to the best of my knowledge.
- I understand that in order to investigate my complaint, the club may need to disclose some information to the parties involved.
- My data will be held and used by the club in accordance with its privacy and data protection policies.
- I have exhausted, or am in the process of exhausting, all informal avenues before submitting this formal complaint.

### 5.2 Signature

- **Signature of Complainant:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

**Ross Juniors FC** will provide written acknowledgment of this complaint within 5 working days. We will then conduct a full and fair investigation and aim to provide a formal response within 20 working days of receiving this form. If the investigation requires more time, we will contact you with a status update.

Please submit the completed form and all supporting documentation to: [info@rossjuniorsfc.com](mailto:info@rossjuniorsfc.com)