

Durham Football Club

Complaints Procedure and Grievance Policy

FA Respect

Safeguarding Children Policy and Procedures



Respect



Durham Football Club

Complaints Procedure and Grievance Policy



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 will be occasions where issues cannot be resolved informally.

It is the policy of Durham Football Club to provide an orderly and formal procedure to deal promptly and fairly with any serious differences of opinion.

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

1 They should report the matter to the Club Secretary or another member of the Committee. The report should include:

- Details of what, when and where the occurrence took place.
- Any witness statement and names.
- Names of any others who have been treated in a similar way.
- Details of any former complaints made about the incident, date, when and to whom made.

Informal Procedure

Discuss the complaint with the aggravator and seek a resolution as soon as practical.

- Talk directly face to face.
- Avoid emails.
- Where no satisfactory solution is possible, initiate a formal Grievance procedure.

Formal Grievance Procedure

As soon as practical issue a description of the complaint in writing to the Durham Football Club Chairman in accordance with the FA Charter Standard Club Programme Complaints Procedure.

- The grievance must state the alleged issue in as much detail as possible.
- A Grievance Panel will be formed consisting of three members of the Durham Football Club Management Team.
- The Grievance Panel will formally respond to the grievance and if necessary request further information.
- A Grievance hearing involving all interested parties will be called, where all sides can put their case forward.
- Having heard all sides of the argument, the Grievance Panel will make a decision on how best to resolve the complaint. This decision will be communicated to all interested parties.
- Decisions on all grievances will be made within two weeks of the formal procedure being initiated.
- The decision of the Grievance Panel is binding and no appeal is allowed.

2 The Club's Management Committee will sit for any hearings that are requested.

3 The Club's Management Committee will have the power to:

1. Warn as to future conduct.
2. Suspend from membership.
3. Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
4. After hearing all the evidence, find the matter unfounded.



GUIDANCE NOTES NO:

1.4

SAFEGUARDING CHILDREN POLICY AND PROCEDURES: TEMPLATES

FOR CLUBS WITH YOUTH TEAMS & YOUTH LEAGUES

Version: 1.3
Published: JULY 2020



FOR ALL

HOW TO USE THESE POLICY TEMPLATES

These policy templates allow you to add your club or youth league name to the relevant sections. It is important that the policy is discussed and understood by the relevant committee. Each club and youth league needs to be clear about its responsibilities and ensure that it adheres to the policy in full (in addition to The FA's Safeguarding Regulations). Having a proactive Welfare Officer in post will provide a key point of contact and help to embed an effective safeguarding children policy.

The FA recognises that clubs come in many shapes and sizes made up of a variety of age groups which can change each season. These templates have been developed to support youth leagues and clubs that involve children and young people; defined as those under 18 years of age.

- **Template 1.4A is for clubs with youth teams;**
- **Template 1.4B is for Open-Age Adult Teams:** this includes those clubs who run youth teams and open age adult teams as well as clubs who exclusively offer youth football only;
- **Template 1.4C is for youth leagues.**

Please remember that your County FA Designated Safeguarding Officer can offer further support and advice if required.



The templates in this document are all available in editable formats for you to configure to your club/league. See downloads 1.4A, 1.4B and 1.4C

Durham

FOOTBALL CLUB SAFEGUARDING CHILDREN POLICY

1. Football Club acknowledges its responsibility to safeguard the welfare of every child and young person and is committed to providing a safe environment for all. We recognise that a child is anyone under the age of 18 and subscribe to The Football Association's (The FA) Safeguarding Children Policy and Procedures.

Football Club endorses and adopts the following key safeguarding principles:

- the child's welfare is, and must always be, the paramount consideration;
- all children and young people have a right to be protected from abuse regardless of their; age, gender, gender reassignment, sexual orientation, marital status or civil partnership, race, nationality, ethnic origin, colour, religion or belief, ability or disability, pregnancy and maternity;

- all suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately; and
- working in partnership with other organisations, children and young people and their parents/carers is essential. We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

Football Club recognises that this is the responsibility of every adult involved in our club.

2. Football Club has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The FA's Safeguarding Children Regulations (see The FA Handbook [TheFA.com/football-rules-governance/lawsandrules/fa-handbook](https://www.thefa.com/football-rules-governance/lawsandrules/fa-handbook)) apply to everyone in football whether in a paid or voluntary capacity, including coaches/managers, volunteers, match officials, helpers on club tours, or medical staff or other club officials/helpers.

3. We endorse and adopt The FA's Safer Recruitment guidelines and we will:

- Specify what the role is and what tasks it involves;
- Request identification documents;
- As a minimum meet and chat with the applicant(s) and where possible interview people before appointing them;
- Ask for and follow up with two references before appointing someone; and
- Where eligible require an FA-accepted DBS enhanced with barred list Check, in line with The FA's current Safeguarding Children Policy and Regulations.

All current Football Club members working in eligible roles with children and young people, such as coaches/managers and physiotherapists, are required to hold an in-date FA accepted DBS enhanced with barred list check as part of safer recruitment practice.

1.4A CONTINUED

If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of

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Football Club, guidance will be sought from the County Football Association (CFA). It is noted and accepted that The FA will consider the relevance and significance of the information obtained via the DBS process and that all suitability decisions will be made in accordance with legislation and in the best interests of children and young people.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of 'grooming' within football.

4. Durham

Football Club supports The FA's Whistle Blowing policy (as described in this paragraph) which requires any adult or young person with concerns about an adult in a position of trust within football can 'whistle blow' by contacting The FA Safeguarding Team on **0800 169 1863**, by writing to The FA Case Manager at The Football Association, Wembley Stadium, PO Box 1966, London SW1P 9EQ, by emailing Safeguarding@TheFA.com or alternatively by going direct to the Police, Children's Social Care or the NSPCC.

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Football Club encourages everyone to know about The FA's Whistle Blowing Policy and to utilise it if necessary.

5. Durham

Football Club has appointed a Club Welfare Officer (Youth Teams) ("CWO") in line with The FA's role profile who has completed the Safeguarding Children and Welfare Officers Workshop by the CWO. The post holder will be involved with ongoing Welfare Officer training provided by The FA and/or CFA. The CWO is the first point of contact for all club members regarding concerns about the welfare of any child or young person. The CWO will liaise directly with the CFA Designated Safeguarding Officer and will be familiar with the procedures for referring any concerns. The CWO will also play a proactive role in increasing awareness of respect, poor practice and abuse amongst club members.

6. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players and parents/carers should be able to access our anti-bullying policy and know that incidents will be dealt with appropriately. Incidents need to be reported to the CWO and in cases of serious bullying the CFA Designated Safeguarding Officer may be contacted.

7. Codes of conduct for Players, Parents/ Spectators, Officials and Coaches (as required by the CPSU Safeguarding Standards) have been implemented by

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Football Club. In order to police these codes of conduct the club has clear actions it will take regarding repeated or serious misconduct at club level and acknowledges the possibility of potential sanctions which may be implemented by the CFA in more serious circumstances.

1.4A CONTINUED

8. In this Club, safeguarding is everyone’s responsibility, and we know that inaction is not an option. If anyone is worried about a child, it is important that they report their concerns to the CWO, who will deal with reported concerns as follows:
- i. Our CWO will manage poor practice and where necessary seek advice from the County FA Designated Safeguarding Officer (CFA DSO).
 - ii. Our CWO will make referrals about more serious concerns to the County FA DSO, or in an emergency contact the Police or Children’s Social Care.
 - iii. We will ensure that if the child needs immediate medical treatment that we take them to a hospital or call an ambulance and tell them it is a child protection concern.
 - iv. Our CWO will keep records of the actions taken and keep the County FA DSO informed.
- v. If at any time our Club Welfare Officer is not available, or the matter is clearly serious, all our members should be aware that they can:
- Contact the CFA DSO directly;
 - Contact The FA’s Safeguarding Team on **0800 169 1863** or Safeguarding@TheFA.com;
 - Contact the Police or Children’s Social Care; and/or
 - Call the NSPCC 24-hour Helpline for advice on **0808 800 5000** or text **88858** or email help@nspcc.org.uk.

Football Club Committee understands and accepts our collective responsibility to adhere to our safeguarding children policy and procedures. We commit to ensuring our members are aware of and have access to our policies.

Signed:

Role	Name	Signature	Date
Chairperson	Colin Soulsby		
Secretary	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:36:59 Z	
Club Welfare Officer (Youth)	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:35:00 Z	
Assistant Club Welfare Officer (Youth)	Colin Soulsby		
Treasurer	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:37:49 Z	

- The FA’s Safeguarding Children Policy and Procedures (including the anti-bullying policy) are available via: [TheFA.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework](https://www.thefa.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework)
- The FA’s Safer Recruitment guidance is available via: [TheFA.com/football-rules-governance/safeguarding/section-3-safer-recruitment-and-dbs-checks](https://www.thefa.com/football-rules-governance/safeguarding/section-3-safer-recruitment-and-dbs-checks)

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FOOTBALL CLUB SAFEGUARDING CHILDREN POLICY

1. Durham

Football Club acknowledges its responsibility to safeguard the welfare of every child and young person directly connected with the club and is committed to providing a safe environment for all. We recognise that those aged 16/17 years-of-age are legally defined as children and therefore we have a responsibility to ensure appropriate safeguards are in place. As such we subscribe to The Football Association's (The FA) Safeguarding Children Policy and Procedures.

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Football Club endorses and adopts the following key safeguarding principles:

- The child's welfare is, and must always be, the paramount consideration;
- All children and young people have a right to be protected from abuse regardless of their; age, gender, gender reassignment, sexual orientation, marital status or civil partnership, race, nationality, ethnic origin, colour, religion or belief, ability or disability, pregnancy and maternity;

- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately; and
- Working in partnership with other organisations, children and young people and their parents/carers is essential. We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

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Football Club recognises that this is the responsibility of every adult involved in our club.

2. Durham

Football Club has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The FA's Safeguarding Children Regulations (see The FA Handbook [TheFA.com/football-rules-governance/lawsandrules/fa-handbook](https://www.thefa.com/football-rules-governance/lawsandrules/fa-handbook)) apply to everyone in football whether in a paid or voluntary capacity, including coaches/managers, volunteers, match officials, helpers on club tours, or medical staff or other club officials/helpers.

3. We endorse and adopt The FA's Safer Recruitment guidelines and we will:

- Specify what the role is and what tasks it involves;
- Request identification documents;
- As a minimum meet and chat with the applicant(s) and where possible interview people before appointing them;
- Ask for and follow up with two references before appointing someone; and
- Where eligible require an FA-accepted DBS enhanced with barred list Check, in line with The FA's current Safeguarding Children Policy and Regulations.

All current

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Football Club members working in eligible roles with children and young people, such as coaches/managers and physiotherapists, are required to hold an in-date FA accepted DBS enhanced with barred list check as part of safer recruitment practice.

1.4B CONTINUED

It is noted and accepted that The FA will consider the relevance and significance of the information obtained via the DBS Process and that all suitability decisions will be made in accordance with legislation and in the best interests of children and young people.

If there are concerns regarding the appropriateness of a club official who is already involved or who has approached us to become part of

Durham

Football Club, guidance will be sought from the County FA.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of 'grooming' within football.

4. Durham
Football Club supports The FA's Whistle Blowing policy (as described in this paragraph), which requires any adult or young person with concerns about an adult in a position of trust within football can 'whistle blow' by contacting The FA Safeguarding Team on **0800 169 1863**, by writing to The FA Case Manager at The Football Association, Wembley Stadium, PO Box 1966, London SW1P 9EQ, by emailing Safeguarding@TheFA.com or alternatively by going direct to the Police, Children's Social Care or the NSPCC.

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Football Club encourages everyone to know about The FA's Whistle Blowing Policy and to utilise it if necessary.




5. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players or parents/carers should be able to access our anti-bullying policy and know that incidents will be dealt with appropriately. Incidents need to be reported in accordance with paragraph 6 below. In cases of serious bullying the CFA Designated Safeguarding Officer may be contacted.
6. In this Club, Safeguarding is everyone's responsibility, and we know that inaction is not an option and if anyone is worried about a child it is important that they report their concerns to the Club Welfare Officer (if there is one) or a member of the Club committee, who will deal with reported concerns as follows:
 - i. The Club Welfare Officer (if there is one) ("CWO") or a member of the Club committee will manage poor practice and where necessary seek advice from the County FA Designated Safeguarding Officer (CFA DSO).
 - ii. The CWO or a member of the Club committee will make referrals about more serious concerns to the CFA DSO, or in an emergency contact the Police or Children's Social Care.
 - iii. We will ensure that if the child needs immediate medical treatment that we take them to a hospital or call an ambulance and tell them it is a child protection concern.

1.4B CONTINUED

- iv. The CWO or a member of the Club committee will keep records of the actions taken and keep the County FA Designated Safeguarding Officer (CFA DSO) informed.
- v. If the CWO or a member of the Club committee is not available at any time, or the matter is clearly serious, all our members should be aware that they can:
 - Contact the CFA DSO directly;
 - Contact The FA's Safeguarding Team on **0800 169 1863** or Safeguarding@TheFA.com;
 - Contact the Police or Children's Social Care; and/or
 - Call the NSPCC 24-hour Helpline for advice on **0808 800 5000** or text **88858** or email help@nspcc.org.uk

Football Club Committee understands and accepts our collective responsibility to adhere to our safeguarding children policy and procedures. We commit to ensuring our members are aware of and have access to our policies.

Signed:

Role	Name	Signature	Date
Chairperson	Colin Soulsby		02/03/21
Secretary	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:40:53 Z	02/03/21
Club Welfare Officer (Adult Teams)	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:41:35 Z	02/03/21

- The FA's Safeguarding Children Policy and Procedures (including the anti-bullying policy) are available via: [TheFA.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework](https://www.thefa.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework)
- The FAs Safer Recruitment guidance is available via: [TheFA.com/football-rules-governance/safeguarding/section-3-safer-recruitment-and-dbs-checks](https://www.thefa.com/football-rules-governance/safeguarding/section-3-safer-recruitment-and-dbs-checks)

Durham

YOUTH LEAGUE SAFEGUARDING CHILDREN POLICY

1.

Youth League acknowledges its responsibility to safeguard the welfare of every child and young person directly connected with the league and is committed to providing a safe environment for all. We recognise that a child is anyone under the age of 18 and therefore we have a responsibility to ensure appropriate safeguards are in place. As such we subscribe to The Football Association's (The FA) Safeguarding Children Policy and Procedures.

Youth League endorses and adopts the following key safeguarding principles:

- The child's welfare is, and must always be, the paramount consideration;
- All children and young people have a right to be protected from abuse regardless of their; age, gender, gender reassignment, sexual orientation, marital status or civil partnership, race, nationality, ethnic origin, colour, religion or belief, ability or disability, pregnancy and maternity;

- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately; and
- Working in partnership with other organisations, children and young people and their parents/carers is essential. We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

Youth League recognises that this is the responsibility of every adult involved in our league.

2.

Youth League has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The FA's Safeguarding Children Regulations (see The FA Handbook [TheFA.com/football-rules-governance/lawsandrules/fa-handbook](https://www.thefa.com/football-rules-governance/lawsandrules/fa-handbook)) apply to everyone in football whether in a paid or voluntary capacity, including coaches/managers, volunteers, match officials, helpers on club tours, or medical staff or other club officials/helpers.

3.

Youth League supports The FA's Whistle Blowing policy (as described in this paragraph). Any adult or young person with concerns about an adult in a position of trust within football can 'whistle blow' by contacting The FA Safeguarding Team on **0800 169 1863**, by writing to The FA Case Manager at The Football Association, Wembley Stadium, PO Box 1966, London SW1P 9EQ, by emailing Safeguarding@TheFA.com or alternatively by going direct to the Police, Children's Social Care or the NSPCC.

Youth League encourages everyone to know about The FA's Whistle Blowing Policy and to utilise it if necessary.

4. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable. If bullying does occur, all players or parents/carers should be able to access their clubs anti-bullying policy and know that incidents will be dealt with appropriately.

1.4C CONTINUED

5. Youth League recognises that safeguarding is everyone’s responsibility and our registered clubs are required to ensure their safeguarding children policy and procedures are shared with their members and actively promoted.

Youth League requires any concerns about a child to be managed by:

- i. Informing the Club Welfare Officer (Youth Teams) (CWO)
- ii. If the issue is one of poor practice the club’s CWO will either:
 - deal with the matter themselves or
 - seek advice from the CFA Designated Safeguarding Officer (CFA DSO)
- iii. If the concern is more serious – for example a concern about possible child abuse, the CWO must contact the CFA DSO. If they are not available immediately, then either the Police or Children’s Social Care must be contacted.

iv. If the child needs immediate medical treatment then they must be taken to a hospital, if necessary, an ambulance should be called and advised that this is a child protection concern.


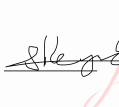
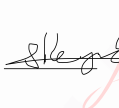
v. If at any time a club member is not able to contact their CWO, or the matter is clearly serious then they can either:

- Contact the CFA Designated Safeguarding Officer directly
- Contact The FA’s Safeguarding Team on **0800 169 1863** or Safeguarding@TheFA.com
- Contact the Police or Children’s Social Care
- Call the NSPCC 24-hour Helpline for advice on **0808 800 5000** or text **88858** or email help@nspcc.org.uk

If the CWO was not available then the club members are required to let them know what action they have taken, they in turn must inform the CFA DSO.

Youth League Committee understands and accepts our collective responsibility to adhere to and promote The FA’s safeguarding Children Policy and procedures with our registered clubs.

Signed:

Role	Name	Signature	Date
Chairperson	Colin Soulsby		02/03/21
Secretary	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:44:57 Z	02/03/21
Youth League Welfare Officer	Steven Reynolds	 Digitally signed by steven reynolds Date: 2021.03.02 14:45:37 Z	02/03/21

- The FA’s Safeguarding Children Policy and Procedures (including the anti-bullying policy) are available via: [TheFA.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework](https://www.thefa.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework)



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