
Glasgow Girls FC

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GLASGOW GIRLS FC

Complaints Procedure Policy

Adopted: January 2026

Next Review: January 2027

Chairman: David McDermott

Trustee: Paul Davies

1. Purpose

Glasgow Girls FC is committed to providing a safe, positive, and inclusive environment for all players, coaches, volunteers, and families.

This Complaints Procedure outlines how concerns and complaints will be handled fairly, consistently, and in line with the guidelines of Scottish Women's Football (SWF).

2. Scope

This policy applies to:

- All players
- Parents/guardians
- Coaches and team officials
- Volunteers
- Committee members
- Trustees
- Spectators

- Any individual involved in Glasgow Girls FC activities

This procedure covers complaints relating to:

- Conduct of coaches, volunteers, players, or officials
- Breaches of club policies or codes of conduct
- Bullying or inappropriate behaviour
- Discrimination or harassment
- Poor practice
- Club administration or operational issues

Matters relating to child protection concerns will follow the Club's Child Protection Policy and must be reported immediately to the Club Welfare & Protection Officer (CWPO).

3. Principles

All complaints will be handled in accordance with the following principles:

- Fairness and impartiality
 - Confidentiality (shared only on a need-to-know basis)
 - Timeliness
 - Transparency of process
 - Right to be heard
 - Protection from victimisation
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4. Informal Resolution

Where appropriate, concerns should first be raised informally with:

- The Team Coach, or
- A Committee Member, or
- The Club Welfare & Protection Officer (CWPO)

Many issues can be resolved quickly through open discussion.

If the issue is serious, involves safeguarding, or cannot be resolved informally, a formal complaint should be made.

5. Formal Complaints Procedure

Step 1 – Submitting a Complaint

Complaints must be submitted in writing (email or letter) to:

- The Club Secretary, or
- The Club Welfare & Protection Officer (for conduct or welfare matters)

The complaint should include:

- Name and contact details
- Nature of the complaint
- Date(s), time(s), and location(s)
- Names of those involved
- Any witnesses
- Any supporting evidence

Anonymous complaints will be considered but may be limited in investigation scope.

Step 2 – Acknowledgement

The Club will acknowledge receipt of the complaint within 5 working days.

Step 3 – Investigation

The Club Committee, or an appointed panel of at least two committee members not directly involved in the matter, will:

- Review the complaint
- Interview relevant individuals
- Gather evidence
- Consult SWF or the Scottish FA where required

If the complaint concerns a Committee Member, they will not be involved in the investigation.

If the complaint concerns a Trustee, that individual will not be involved in any part of the investigation or decision-making process.

Trustee Oversight

The Club Trustees provide governance oversight of the complaints process to ensure it is

conducted fairly, impartially, and in accordance with club policies and governing body regulations.

Trustees are not involved in the day-to-day management or operational investigation of complaints. However, they retain responsibility for ensuring that appropriate procedures are followed, conflicts of interest are properly managed, and decisions are proportionate and consistent with best practice standards.

Safeguarding concerns will be referred immediately to the CWPO and, where appropriate, to SWF and/or statutory authorities.

Step 4 – Outcome

A written outcome will normally be provided within 21 working days, outlining:

- Findings
- Any actions taken
- Any disciplinary measures (if applicable)

Possible outcomes include:

- No further action
 - Informal resolution
 - Written warning
 - Suspension
 - Referral to SWF disciplinary processes
 - Removal from position
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6. Appeals

If the complainant is dissatisfied with the outcome, they may appeal in writing within 7 working days of receiving the decision.

An Appeals Panel, made up of individuals different from the original investigators and without conflict of interest, will review the case.

The appeal decision will be final at Club level.

Where appropriate, individuals may escalate matters to SWF in line with their disciplinary procedures.

Trustees will maintain oversight of the appeals process to ensure procedural fairness and governance compliance but will not rehear the case unless required for governance reasons.

7. Safeguarding and Child Protection

Any complaint involving the welfare or safety of a child will:

- Be reported immediately to the Club Welfare & Protection Officer
- Follow Child Protection procedures
- Be referred to SWF and/or statutory authorities where required

The safety and wellbeing of the child will always be the primary consideration.

8. Confidentiality

All complaints will be handled confidentially. Information will only be shared with those who need to know in order to investigate and resolve the issue.

Records of complaints will be stored securely in line with data protection legislation.

9. Malicious or Vexatious Complaints

If a complaint is found to be deliberately false, malicious, or vexatious, the Club may take disciplinary action.

10. Monitoring and Review

This policy will be reviewed annually or in line with updates issued by SWF.

The Trustees are responsible for ensuring that the policy remains up to date and compliant with governing body regulations and good governance practice.