

Glasgow Girls FC

Complaints Procedure – Visual Flowchart (2026)

START

Concern or Complaint Arises

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Is it a CHILD PROTECTION / SAFEGUARDING issue?

→ YES: Report immediately to Club Welfare & Protection Officer (CWPO) → Follow Child Protection Policy → Refer to SWF / Authorities if required → END (Safeguarding Process)

→ NO: Continue to Informal Resolution

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Raise concern with Team Coach, Committee Member, or CWPO

Issue Resolved?

→ YES: Case Closed → END

→ NO: Submit FORMAL WRITTEN COMPLAINT

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Submit to Club Secretary or CWPO (conduct/welfare matters)

Include: Name, contact details, details of complaint, dates/times, individuals involved, witnesses, evidence

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Acknowledgement within 5 working days

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Investigation by Committee or appointed panel (min. 2 uninvolved members)

Actions: Review complaint, interview individuals, gather evidence, consult SWF/SFA if required

If committee member involved → excluded from investigation

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Outcome issued within 21 working days

Possible outcomes: No action | Informal resolution | Written warning | Suspension | Referral to SWF
| Removal from position

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Satisfied with outcome?

→ YES: Case Closed → END

→ NO: Appeal in writing within 7 working days

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Appeal Panel (different members) reviews case

Final Club-Level Decision

Option to escalate to Scottish Women's Football if appropriate

END