
Glasgow Girls & Women FC

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Glasgow Girls FC - Complaints Procedure Against a Staff Member

1. Purpose The purpose of this procedure is to ensure that all complaints against staff members are handled fairly, consistently, and with due regard to the rights of all parties involved.

2. Scope This procedure applies to all complaints made against employees, or volunteers working within the organisation.

3. Definitions

- **Complaint:** A formal expression of dissatisfaction with the behaviour, actions, or performance of a staff member/volunteer.
- **Complainant:** The individual (employee, customer, or external party) who makes the complaint.
- **Respondent:** The staff member who is the subject of the complaint.

4. Informal Resolution (Optional)

Before submitting a formal complaint, the complainant is encouraged to:

- **Attempt to resolve the issue informally** by speaking directly with the staff member involved, where appropriate. This might help clarify misunderstandings and resolve minor concerns quickly.
- If the complaint cannot be resolved informally, the complainant should proceed with the formal complaint procedure.

5. Making a Formal Complaint

If the informal resolution does not resolve the issue, the complainant may submit a **formal complaint**. This should be done in writing, either via email or a formal complaint form, and should include:

- **The nature of the complaint:** A clear description of the issue.
- **Date(s) of the incident(s):** When the issue occurred.

- **Evidence:** Any documentation or evidence supporting the complaint (emails, messages, etc.).
 - **Desired outcome:** What the complainant hopes to achieve through the complaint process.
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6. Acknowledging the Complaint

Once a formal complaint is received:

- **Acknowledgement:** The complainant will receive written acknowledgement within 3 working days, confirming that the complaint has been received and outlining the next steps.
 - The complainant may be asked for further information or clarification if necessary.
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7. Investigation

The complaint will be investigated promptly and thoroughly:

- **Investigator:** An impartial and trained person (a Glasgow Girls Trustee or Senior Employee) will be assigned to investigate the complaint.
 - **Investigation process:** The investigator will:
 - Speak with the complainant to understand the issue in detail.
 - Speak with the respondent (staff member) to understand their side of the story.
 - Gather any relevant evidence (documents, witnesses, etc.).
 - Ensure confidentiality is maintained throughout the process.
 - The investigation will take no longer than 7 working days unless extenuating circumstances arise.
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8. Outcome

After the investigation, the following actions may be taken, depending on the findings:

- **Complaint upheld:** If the complaint is found to be substantiated, appropriate action will be taken, which may include:
 - Verbal or written warning.
 - Training or additional support.
 - Suspension or dismissal (in serious cases).
- **Complaint not upheld:** If the complaint is not substantiated, the complainant will be informed, and no action will be taken against the staff member. Feedback will be provided to the complainant regarding the decision.
- **No further action:** If the investigation finds insufficient evidence to support the complaint, the matter will be closed.

9. Appeal Process

If either the complainant or the staff member is dissatisfied with the outcome of the investigation, they have the right to appeal:

- **Appeal Submission:** Appeals must be submitted in writing within 3 working days of receiving the outcome.
- **Appeal Review:** An independent panel or senior management team will review the appeal and make a final decision.
- The decision of the appeal will be final.

10. Confidentiality

All complaints, investigations, and outcomes will be treated confidentially, with access to information limited to those who need it in order to carry out the investigation. Any breaches of confidentiality will be taken seriously and may result in disciplinary action.

11. Support for All Parties

Throughout the complaints process, both the complainant and the respondent are entitled to:

- **Support:** They may seek support from a colleague, union representative, or an HR professional.
- **Non-retaliation:** Retaliation against any party involved in the complaint will not be tolerated.

12. Record Keeping

Records of all complaints and investigations will be maintained for a period of 2 years, in compliance with data protection regulations, to ensure transparency and to monitor any patterns in complaints.

Date of Last Review: 01/03/2025