



Complaints Procedure 2026/27

How to make a formal complaint to the Club

Before raising a welfare complaint to Halesowen Town Colts Football Club about a member /parent/official of the club, you must make a formal complaint to the individual concerned. There needs to be an opportunity for all parties to respond and deal with the complaint. Should you remain unsatisfied with the response and outcome, you can then make a formal complaint to Halesowen Town Colts Football Club by following our Official complaints procedure below. As a Club, the focus is to look after our players, be mindful and respectful towards each other. We are fully aware that there may be times when relations break down within teams when there are safeguarding or trust issues that need to be brought to our attention. We encourage you to bring forward any matter that concerns you so we can help to resolve and address the issues effectively that you may have with any player/parent/official of the club.

Complaints Procedure

Part 1 - Contact for complaint

Complaints should be made in writing and sent to Julie Evans, Welfare Officer

jevanswohtcsc@hotmail.co.uk

Part 2 - Documents

Complaints will be accepted in written format only. To make the process easier and to ensure that all complaints are dealt with in a timely manner, a Complaints Form is available on the link below :

Complaints Form

- Name

First Last

- Date

Date Format: MM slash DD slash YYYY

- Status*

ParentChildCoachOfficial

- Email
- Complaint

[HTCFC COMPLAINTS FORM](#)

Part 3 - Process

When a complaint is received. Halesowen Town Colts Football Club will:

- Acknowledge your complaint in writing within 48 hours of receipt
- Advise you if any further information is required to support your complaint or ask you to complete the form if not already done.
- Advise you if further information is required from a third party and seek your permission first.
- Give you a reasonable indication of when the complaint will be resolved.

Part 4 - Complaints via Social Media

Halesowen Town Colts will not accept or acknowledge a complaint via Social Media. Although social media messages are frequently monitored, we will endeavour to source the complaint and respond by other means ie: telephone/messenger, if there is a contact number or email address.

Part 5 - Verbal Complaints

Upon receiving a verbal complaint, the complainant will be advised of the Complaints Procedure and directed to the relevant page on the website for further information. However, if the complainant is unable to submit the complaint in writing, a verbal discussion will take place and minutes will be recorded. A copy of the minutes will then be sent to the complainant for review and signature.

Part 6 - Complaints Log

A complaint may be resolved directly with the person involved. The Welfare Officer will, in the first instance, act within 7 days and liaise with both parties to seek a resolution. If the matter is not resolved, further intervention will take place involving the Chairperson and another member of the club committee. They will review all documentation and decide on the outcome of the complaint or, where appropriate, escalate the matter to the FA. This may result in a longer timescale for completion, of which the complainant will be duly notified.

Reviewed May 2026