MAYFORD ATHLETIC FOOTBALL CLUB

Complaints Procedure

We aim to ensure that all players, parents and volunteers have a positive experience during their time at the Club. We recognise that at times you may wish to discuss certain matters, raise concerns or highlight a shortfall in the provision of services and activities at the Club and so we felt it important to clarify the process by which you can raise any matters as you feel necessary.

With regards to football training, matches and league queries please speak with your team manager in the first instance.

Should your query or complaint not be resolved you should make the age group coordinator aware that your query or issue is unresolved and ask them to escalate the matter. The person to whom your query will pass to will vary depending on the structure within your age group so the age group coordinator will advise you of the contact details for the relevant person.

After this, if you still feel that your query or complaint has not been adequately addressed you should email info@mayfordathleticfc.co.uk, giving a brief explanation of your situation and including your contact details. A member of the committee will review your query or complaint and make contact with you to discuss the matter in more detail.

For any matters relating to club operations, facilities, health & safety or financial matters please contact the Committee directly via mayford0607@gmail.com

As a club we encourage our players and parents to provide feedback to the club in an open and honest manner, however we would ask you to consider the forum in which you raise matters and be sensitive to the potential impact of using open forums and social media as an outlet for your query or complaint.