



Westwood Park FC

Parent's Feedback and Complaints Procedure

We are committed to running a professional club in line with FA Guidelines.

We are always open to hearing feedback and suggestions from anyone involved with the club to help find ways to improve the way in which we run the club. If you have any ideas on how we could do this, please do provide feedback to us via our website contact form.

If you have a complaint about the conduct of a Team Coach, or the way in which the team is being trained or managed during matches, the parent should:

1. First discuss the complaint with the relevant Team Coach who will try and resolve the grievance.
2. In the event the grievance is not satisfactorily resolved, the parent should then contact either the Club Secretary (see committee page of website) or the Club Welfare Officer (see Child Welfare page of website) who will raise the grievance with the Club Management Committee at the earliest opportunity and respond within a maximum of 4 weeks.
3. If the issue is still not resolved to the satisfaction of the parent, the parent will have the opportunity to meet with the Chairman to further discuss the grievance. The Chairman, will then further discuss the situation with the Committee and make a further and final response to the parent on the matter.