



COMPLAINTS PROCEDURE

A complaint about Dorchester Town Youth Football club should be directed to the General Secretary in the first instance: secretarydtyfc@gmail.com. The General Secretary will acknowledge receipt and describe the next steps within 3 days of receipt.

The General Secretary will review the complaint and either forward it to the Chairman and Welfare Officers or, if it is regarding one or more of these individuals, to all members of the Committee excluding the person who is subject of the complaint.

The Chairman and Welfare Officers will consider the complaint and respond within 7 days of the initial complaint. If deemed necessary the whole committee will be consulted. The President and Vice President of DTYFC will be contacted if the committee considers the matter needs their input for resolution.

The Dorset County Football Association Safeguarding and Welfare Officers will be contacted by DTYFC committee members if, and as soon as, they consider it appropriate.

Relevant email addresses for this procedure are:

DTYFC General Secretary secretarydtyfc@gmail.com

DTYFC Chairman chairmandtyfc@gmail.com

DTYFC Welfare Officers welfaredtyfc@gmail.com

welfare2dtyfc@gmail.com

Dorset County Football Association Safeguarding Officer

Kevin.pike@dorsetfa.com

Dorset County Welfare Officer

welfare.dorsetminisoccer@gmail.com