



NC United FC Complaints & Disciplinary Policy

Document Creation Date: 18/12/2025–V1.0

1. Policy Statement

NC United Football Club is committed to providing a positive, safe, and respectful football environment for all players, parents, coaches, volunteers, and officials. The Club recognises that concerns or complaints may arise and is committed to dealing with them fairly, transparently, and in a timely manner.

This policy sets out the procedure for raising and resolving complaints in line with FA expectations and ensures that concerns are handled appropriately and proportionately.

2. Scope

This policy applies to:

- Parents and carers
- Coaches, volunteers, and team officials
- Club members and committee members

It applies to concerns relating to the conduct or actions of individuals involved with NC United FC during:

- Training sessions
- Matches
- Club-organised events
- Online activity connected to the Club

3. Safeguarding Matters

Safeguarding concerns must not be dealt with under this Complaints & Disciplinary Policy.

Any concern relating to:

- The welfare or safety of a child
- Alleged abuse or harm
- Serious poor practice

Must be reported immediately to the Club Welfare Officers in line with the Club's Safeguarding Children Policy.

4. How to Raise a Complaint

Complaints must be submitted formally and in writing.

A complaint may be raised by:





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- Emailing ncutdfc@gmail.com, or
- Speaking to the Club Secretary, who will advise on next steps

The Club does not accept complaints via:

- Social media
- WhatsApp or messaging apps
- Touchline discussions

5. Timescales

- Complaints should be raised within 14 days of the incident or issue occurring
- The Club will aim to investigate and respond within 28 days of receiving the complaint
- Where additional time is required, the complainant will be kept informed

6. Complaints Considered by the Club

NC United FC will listen to and consider all complaints raised and will deal with them appropriately and proportionately.

Complaints may relate to:

- Conduct or behaviour of coaches, volunteers, players, parents, or spectators
- Breaches of Club policies or Codes of Conduct
- Matchday or training-related issues
- Social media or communication concerns

The Club will not use this process to challenge:

- Team selection decisions
- Playing time
- Tactical or coaching decisions

7. Investigation Process

Upon receipt of a complaint:

- The Club will acknowledge the complaint
- Relevant information will be gathered
- Individuals involved may be spoken to as part of the investigation
- Confidentiality will be maintained where possible





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The Club will not investigate safeguarding matters internally and will follow FA safeguarding procedures where applicable.

8. Outcomes and Disciplinary Action

Following appropriate investigation, possible outcomes may include:

- Informal resolution
- Verbal or written warning
- Requirement to follow specific conditions or guidance
- Suspension from activities
- Removal from a role within the Club
- Referral to the County FA

Any action taken will be proportionate, fair, and in line with FA regulations.

9. Escalation

If a complainant is dissatisfied with the outcome, the matter may be referred to the County FA in line with FA procedures.

10. Confidentiality

All complaints will be handled sensitively. Information will only be shared on a need-to-know basis to ensure fair resolution and to protect those involved.

11. Review

This policy will be reviewed annually or sooner if required due to changes in FA guidance, legislation, or Club structure.

NC United FC Commitment

NC United FC is committed to resolving concerns in a respectful and structured way, supporting its volunteers, and ensuring football remains a safe and enjoyable environment for all.

Updated: 18/12/2025

Review Date: 18/12/2026

Approved by: NC United Committee

