

FEEDBACK

Comments, Compliments and Complaints

As the governing body for schools' football in the County of Kent (including the Boroughs of Bexley, Bromley and Medway), the Kent Schools' Football Association is committed to providing the best possible service to schools and districts, and opportunities to players who participate at school, district and county levels.

KSFA is run by a group of volunteers, who give up their precious time and devote their expertise to help coordinate and maintain the running of schools' football, and who have other personal and professional commitments, including full-time jobs. As volunteers we are not available 24/7.

We appreciate positive feedback and compliments. We value constructive feedback. Occasionally, you may feel that things are not right, and you may feel dissatisfied to the extent that you wish to raise your concerns; before doing so, please reflect on the manner in which you do that, and also on the voluntary context in which we operate. This document outlines the process by which you can raise those concerns. It also provides the means for you to give us any other feedback which may help us to continually improve our operations.

Selection - the KSFA does not use its complaints procedure to review player selection for school or representative football. Player selection is NOT a safeguarding issue.

Competitions - if your complaint relates to the arrangement or outcome of a match or competition, you must raise it with the Head of PE at your child's school (in the case of inter-school matches), or the Secretary or Chair of your child's district (for matches in district competitions). It is the responsibility of schools/districts to seek a resolution in the first instance; if they consider it appropriate to do so, they will refer the matter to the KSFA. The KSFA will not accept or consider complaints relating to matches or competitions from parents or other adults. In the case of KSFA inter-school and inter-district competitions, schools and districts sign an undertaking when entering that they will: abide by the KSFA Rules and decisions of the KSFA Executive Committee (decision-making is delegated to individuals on a day-to-day basis), play matches by and/or on the published limit/fixed dates as arranged by the KSFA, and accept that they may be removed from competitions without any right of appeal if they fail to do so.

Schools – if your concern relates to a concern at your child's school, you must follow the school's complaints procedure.

Districts - if your concern relates to a concern at your child's district, you should raise it directly with the district.

County – if your concern relates to a concern in your child's county side raise it directly with the team manager.

Safeguarding & Welfare – The KSFA is committed to the safety and welfare of children within schools' football. If you have concerns about the safety or welfare of a child, you should refer this to the child's Designated Safeguarding Lead (in the case of a concern at school), to the district's Safeguarding Officer (in the case of a concern at a district match or event), or to the KSFA's Safeguarding Officer (in the case of a county player). Contact details for the KSFA's SO are on the KSFA website.

Complaints Procedure

1 Initially, please raise your concern with the member of staff/district/county manager directly responsible for the matter, so that there is every opportunity to resolve the issue informally.

2 If an informal resolution is not possible, please raise your concern with the KSFA Chair (contact details on the KSFA website).

3 Your complaint will usually be acknowledged within three working days, and we aim to complete our investigations within twenty working days. Where matters are complex, they are likely to take longer to resolve and may involve seeking external advice, KSFA will inform the complainant of the specific timescales within the original 20-day timescale.

4 If appropriate, your concern will be allocated to a senior member(s) of the KSFA staff, who will independently investigate the issue. Please therefore provide as much detail as possible, including evidence of any attempt(s) at an informal resolution. and please also identify what you would hope to achieve by way of resolution of the complaint.

5 Complaints must be raised within two weeks of the original issue so that evidence is available and current during the investigation.

6 Following the investigation into your concerns, you will be informed of the outcome in writing.

7 Please note that the KSFA will not investigate complaints submitted anonymously.

8 The KSFA reserves the right to disregard complaints it considers to be vexatious, malicious or inappropriately persistent. Where complaints are libellous or defamatory, we will not respond directly but may instead seek legal advice.

9 All complainants should be aware that our volunteers have the right to fulfil their duties in a pleasant and safe environment, and any violent or abusive behaviour will not be tolerated.

Appeals

If after the investigation you remain dissatisfied with the outcome, you may appeal against the decision within ten working days of our response. To appeal, please write to us noting the grounds for your appeal and submit it either by email or post to the KSFA Chair. The appeal will be investigated by a senior member of the KSFA who was not part of the original investigation, and the timescales outlined in point 3 above will apply. You will be informed in writing of the outcome. The outcome of the appeal concludes the KSFA's complaints process