



COMPLAINTS & FEEDBACK POLICY – AS FOOTBALL ACADEMY PORTSMOUTH

A complaints policy in football coaching outlines procedures for addressing concerns or grievances related to coaching practices. It typically involves a formal process for submitting complaints, investigating the issue, and potentially implementing corrective actions. The specific steps and timelines vary, but the overarching goal is to resolve issues fairly and ensure a positive and safe environment for all involved in the sport.

Key Elements of a Football Coaching Complaints Policy:

- Formal Complaint Process:

A formal complaint process is followed. Initially, you will have to bring this to our attention, should we not be made aware of any issues and then involves submitting a written complaint detailing the issue, relevant information, and desired outcome. This will need to be in writing and submitted to info@asfootballacademy.co.uk no later than 2 calendar days from the issue happening. A response will be made within another 2 calendar days for acknowledgement and taken to the investigation stage.

- Investigation:

The club or relevant authority will investigate the complaint, gathering information from all parties involved. A response will be sent back to the person or people who issued the complaint no later than 14 working days.

- Resolution:

Based on the investigation, the club will determine a resolution, which could involve mediation, disciplinary action, or other appropriate measures. This will be advised once the investigations are FULLY completed and all involved are completely satisfied on the investigation.

- Safeguarding Concerns:

Specific procedures are often in place for handling complaints involving child protection or safeguarding issues, which may require reporting to external authorities like the FA or police.

- Review:

If the complainant is not satisfied with the resolution, they may have the option to appeal or request a review of the decision to the FA or police - info@thefa.com Submitting complaints, safeguarding@thefa.com Safeguarding issues.



- Documentation:

All complaints, investigations, and resolutions should be documented to ensure transparency and accountability

- Feedback:

Feedback can be made in the same way, in writing to info@asfootballacademy.co.uk addressing the feedback as necessary. ALL feedback will be taken on board, but we as a business will take the necessary actions to ensure that we grow in the right manner and that all feedback will be taken seriously, but not necessarily mean we change to suit. We feel that it is important to listen to our customers, so that we can improve to provide a better service to all involved.

This document is reviewed annually – Lasted updated September 2026.

Signed Andy Sillence.....2026.....

Andy Sillence – Director AS Football Academy Portsmouth.