

American Football Development Limited

COMPLAINTS PROCEDURE

American Football Development Limited takes complaints about its work, staff and levels of service very seriously. If you are not satisfied, please follow the process below for raising a formal complaint.

Stage 1 - At the first stage the participant, or their parent/guardian where applicable, and member of staff should be able to talk through complaints and deal with them to a satisfactory resolution.

Stage 2 - occurs if the situation that led to stage 1 either reoccurs or fails to meet a satisfactory outcome. At this stage the participant, or their parent/guardian where applicable, put their concerns in writing to communications@afdlimited.com where they are stored confidentially. A senior member of American Football Development Limited must meet with the participant, or their parent/guardian where applicable, once the matter has been investigated in order to discuss the outcome.

Stage 3 - if the participant, or their parent/guardian where applicable, is still unhappy he/she may request a meeting with a board member of American Football Development Limited, if they did not do so in stage 2. The participant, or their parent/guardian where applicable, will be informed that he/she may bring a friend with them for support. Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it too. At this point the signing should signify a conclusion to the matter, and the points must be logged and stored.

Stage 4 - If stage 3 is not completed through lack of agreement an external mediator is invited in to help settle the complaint. This is someone who is deemed acceptable to all parties and can listen. The mediator role is to offer suggestions, but must be noted that they have no legal power to make decisions. The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

Stage 5 - occurs when the mediator calls a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

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