



EST. 1907

Bradford (Park Avenue) AFC Complaints and Appeals Procedure

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Bradford (Park Avenue) AFC is committed to ensuring that all stakeholders, including players, staff, supporters, and the wider community, have a clear and transparent process for raising concerns, making complaints, and appealing decisions made by the club. This procedure outlines the steps for submitting complaints, how they will be handled, and the avenues available for appeals.

1. Purpose

The purpose of this procedure is to provide a structured approach to addressing concerns in a fair, prompt, and efficient manner. The club aims to create an open environment where issues can be resolved amicably and professionally.

2. Scope

This procedure applies to all stakeholders, including but not limited to:

- Players
- Coaching and support staff
- Volunteers
- Supporters
- Parents and guardians of youth players
- Sponsors and business partners

3. Submitting a Complaint

A complaint can be made in writing by contacting Thomas McStravick at Thomas.McStravick@bpafc.com. Complaints should include:

- The name and contact details of the complainant
- A clear description of the issue, including relevant dates and parties involved
- Any supporting evidence

Anonymous complaints will be reviewed at the club's discretion but may be more difficult to address.

4. Complaint Handling Process

1. **Acknowledgment:** Complaints will be acknowledged within five working days of receipt.
2. **Investigation:** The complaint will be reviewed, and relevant parties may be contacted for further information.
3. **Resolution:** A response will be provided within ten working days outlining the findings and any actions to be taken.
4. **Further Review:** If the complainant is dissatisfied with the outcome, they may request a review by the club's senior management.

5. Appeals Procedure

If a complainant is not satisfied with the initial response, they have the right to appeal the decision. Appeals should be submitted within seven days of receiving the response and must include:

- A clear statement of the grounds for appeal
- Any new evidence not previously considered

The appeal will be reviewed by a senior panel, and a final decision will be communicated within fourteen days.

6. Confidentiality & Respect

All complaints and appeals will be handled with the highest level of confidentiality. The club expects all parties involved to engage respectfully and professionally throughout the process.

For further assistance or clarification, please contact Thomas McStravick at Thomas.McStravick@bpafc.com.