**Complaints Policy**

Any player at Panthers Elite has the right to put in an official complaint to the club whether it be something within the club or something that has happened in a league the members plays in.

Complaints must be put in an email address to Carla within 7 days of the incident.

**Club Complaints**

All players/parents have the right to put in a complaint to the club if they believe an incident has occurred that is deemed unacceptable within 7 days of the incident. When a club complaint comes into the club the person in dispute will be notified within 24 hours and be given the chance to send in their own account of the complaint within 14 days of the original complaint being received to Carla White. Any other people who have witnessed or been a part of the complaint in anyway will be asked to supply supporting evidence within 14 days of the original complaint. All statements will be put together, looked over and discussed by the club committee within the next 7 days following all the evidence being received, the committee may have questions regarding the statement that require answering so will go back to any person to ask questions. The club will endeavour to inform both parties will be informed of the outcome within 30 days of the complaint being received.

Any concerns can be raised with Carla White without an official complaint going into the club, the complaints procedure should only be used in exceptional circumstances.

**League Complaints**

All players/parents have the right to put in a complaint to the club if they believe an incident has occurred that is deemed unacceptable within 7 days of the incident.

At Panthers Elite we would prefer players/parents to come to the club to put forward a complaint against another team/player from a different club. This allows us to talk though, make sure they understand what it entails and explore other ways to address the issue. If the club agrees the course of action they will put in the complaint and support individuals involved throughout the procedure. If this is the case all statements must be received from everyone who was involved or witnessed the incident within 7 days of the incident happening. A full complaint will be put in to the league and all the statements will be sent as supporting evidence. The club will then watch over the case to make sure it is addressed correctly by the league and take up any following action is the outcome is not satisfactory.

If the club does not agree that the incident should go in as an official complaint and should be dealt with in a different manner, players/parents have the right to go past the club and directly to the league. In this case, the complaint will be an individual complaint and the complainer will deal directly with the league. The club will send the league a statement if asked to do so by the league committee.

Any concerns can be discussed openly with Carla White without an official complaint being put in. It will only become an official complaint when put in writing and addressed to the club.

**PANTHERS ELITE RESERVE THE RIGHT IN EXTREME CIRCUMSTACES TO TAKE FORWARD A COMPLAINT WITHOUT THE SAY SO OF THE PARENT/PLAYER IF IT IS DEEMED A SERIOUS SAFEGUARDING ISSUE**