



Rochdale AFC Academy Player Grievance Procedure

There may be occasions when an player or parent has a grievance in connection with Operations at the academy. It is to the advantage of all concerned that the matter is given a fair hearing and resolved as quickly as possible.

Stage 1

Parents\Players should try to resolve the matter informally with their team coach in the first instance. The Academy Manager, Phase Lead and Welfare Officer should be appraised of the complaint. Parents and players can log Welfare concerns on the Tootoot App.

Stage 2

If this is not successful the grievance should be put in writing to Phase Lead who will then inform the Academy Manager and Welfare Officer. A investigation will be conducted and a meeting will be arranged with either the Academy Manager or Welfare Officer to discuss the matter. At this stage it is important that either the Academy Manager or Welfare Officer is outside of this stage in case a future appeal is required. A decision will be made within a week of the meeting.

Stage 3

If the player/parent feels that the matter has not been resolved satisfactorily, they have the right of appeal and this should put in writing to the Academy Manager/Welfare Officer, whoever was not involved at Stage 2. They will arrange a meeting to discuss the matter further. The appeal will be heard by a sub-committee which will consist of any 2 of the following who were not engaged in the initial stages of the investigation:

A Director, the Safeguarding Officer, the Welfare Officer, the Academy Manager.

The decision of the committee at this stage is final.