



Jersey Rugby Football Club Complaints Policy August 2024

1. At Jersey Rugby Football Club (JRFC) we are committed to ensuring a positive experience for all our members, players and visitors. We value feedback and take all concerns seriously. To help us address any issues promptly and fairly we have established a simple complaints procedure which is set out below.
2. This policy applies to any person affected by any actions or decisions made by JRFC including, paid employees, volunteers, members, minis & juniors, rugby camp attendees, parents, carers and visitors to the club.
3. Where applicable, concerns or complaints raised, may be managed using other relevant procedures such as Safeguarding or RFU Disciplinary Procedures.
4. Procedures

Immediate resolution

If you have a concern, we encourage you to first speak to the relevant coach, manager or committee member. Many issues can be resolved quickly and through a direct and informal conversation.

Step 1

If your concern or complaint cannot be immediately resolved then please submit a complaint in writing to the Club Secretary.

Step 2

Upon receipt of your complaint you will receive an acknowledgement within 7 days. This will contain an outline and estimated timeframe for the next stage of the complaint.

Step 3

The Club will undertake an investigation to establish the facts by speaking with those involved and reviewing any relevant documentation.

Step 4

You will receive a written response to your complaint, outlining the findings and any actions to be taken. Complaints should usually be responded to within 28 days, however, if there are any delays you will be kept informed.

Step 5

If you remain dissatisfied with the outcome of your complaint, you can ask that the case is reviewed by the Club Chairperson. This must be done within 14 days of receiving the written response. The Chairperson will review the case and a final decision will be made.

Should you remain dissatisfied following Step 5 then you may wish to consider raising the issue with the relevant external body:

RFU - SpeakUp@RFU.com

HRFU – Hampshirerugby@yahoo.co.uk

Jersey Child & Early Years Service – ceys@gov.je