

# Player's Complaints & Appeal Policy

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## **Blackpool Football Club & Academy – Internal Structure for Complaints and Appeals for Players and Parents/Guardians**

Hopefully this procedure will not be necessary and that all matters arising can be negotiated satisfactorily with player's manager at the Academy. If this fails then the following course of action will be taken.

**Stage 1** Player/Parent meeting with Managers of player's team

**Stage 2** Player/Parent meeting with either Academy Manager or Academy Welfare Officer

**Stage 3** Player/Parent meeting with either Academy Manager or Academy Head of Coaching/Operations Manager (whoever was not involved with 2 above)

**Stage 4** Player/Parent meeting with the CEO/Club Secretary responsible for Youth Football

At each stage above (from 2-4 inclusive), the parent/guardian must state IN WRITING the reason for their appeal. Hopefully, of course, any problems can be satisfactorily concluded at Stage 1 above. The timescale of the meetings will be as follows:-

**Stage 2** within 7 days receipt of letter of appeal from parent/guardian

**Stage 3** as stage 2 above

**Stage 4** within 10 days of receipt of letter of appeal from parent/guardian

If all the above channels have been completely exhausted and the situation has not been resolved, then one further and final appeal can be made. This appeal, provided the parent/guardian have put their reasons in writing, will be heard in front of a committee consisting of the following personnel –

1. A member of the Board of Directors of Blackpool Football Club who has NOT been involved on any previous meeting relating to this matter.
2. The Club Secretary or the Assistant Secretary.
3. The Club Manager or his Assistant.
4. The Academy Manager or Administrator to be present in order to provide information

This meeting will be held within 14 days of Stage 4 having taken place provided, of course, a letter of appeal has been received from the parents/guardian within 7 days of stage 4 (above) being concluded. This course of action is for internal purposes only and any further action would be dealt with under Football League Regulations.