

VERWOOD TOWN FOOTBALL CLUB

Volunteer Grievance Procedure

A fair process for volunteers with concerns about the club

Version	Version 1.0 – April 2026
Date of issue	April 2026
Review due	Annually, or following any significant incident or change in FA guidance
Policy owner	Club Welfare Officer / Club Secretary (as applicable)

1. PURPOSE

This procedure provides a clear and fair process for any volunteer, coach, manager or committee member at VTFC who has a concern or grievance about the way they have been treated, or about the conduct of another person or the club more generally.

2. INFORMAL RESOLUTION

In the first instance, volunteers are encouraged to raise concerns informally and directly with the person involved, or with their team manager or a committee member. Many concerns can be resolved quickly through open and respectful conversation.

3. FORMAL GRIEVANCE PROCESS

Step 1: Submit a written grievance

If a concern cannot be resolved informally, the volunteer may submit a written grievance to the Club Secretary (youth_secretary@vtyfc.co.uk) or to the Club Chairperson (youth_chairman@vtyfc.co.uk) if the grievance concerns the Club Secretary.

The written grievance should include:

- A description of the issue and the dates it occurred
- The names of any individuals involved
- What outcome the volunteer is seeking

Step 2: Acknowledgement

The Club Secretary or Chairperson will acknowledge receipt of the grievance within seven (7) days.

Step 3: Investigation

A committee member not involved in the grievance will be appointed to review the matter. They may speak to relevant parties and review any relevant documentation. The investigation will aim to be completed within twenty-eight (28) days.

Step 4: Outcome

The outcome will be communicated to the volunteer in writing within seven (7) days of the investigation being concluded. Possible outcomes include: no further action; mediation between parties; a formal recommendation; or referral to the full committee for a decision.

Step 5: Appeal

If the volunteer is not satisfied with the outcome, they may appeal in writing to the Club Chairperson (or Vice-Chairperson if the Chairperson was involved) within fourteen (14) days of receiving the outcome. The appeal will be considered by a panel of two committee members not previously involved in the matter.

4. ESCALATION

If a grievance cannot be resolved within the club, the volunteer may escalate the matter to Dorset County FA. Contact details are below.

5. SAFEGUARDING CONCERNS

If the grievance involves a safeguarding concern about a child or vulnerable adult, it must be reported directly to the Club Welfare Officer and handled in accordance with the club's Safeguarding Policy, regardless of any grievance process.

6. CONFIDENTIALITY

All grievances will be handled in confidence. Information will only be shared on a need-to-know basis. The club will not tolerate any retaliation against a volunteer who raises a genuine grievance in good faith.

Key Contacts	
Club Secretary	youth_secretary@vtyfc.co.uk
Club Chairperson	youth_chairman@vtyfc.co.uk
Club Welfare Officer	welfare@vtyfc.co.uk / 07758 246452
Dorset FA	safeguarding@dorsetfa.com / 01202 688270