NORTHWICH UNITED FC | BEHAVIOUR & COMPLAINTS

Poor Behaviour & Complaints Procedure

Season: 2026/2027

Document Control

VERSION CONTROL AND APPROVAL RECORD			
Document Title	Poor Behaviour & Complaints Procedure		
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Approved By	Northwich United FC Committee		
Change Summary	Initial issue of the Poor Behaviour & Complaints Procedure for Season 2026/2027.		
Distribution	Committee, Club Welfare Officer, coaches, managers, volunteers, parents/carers and relevant club representatives.		
Review Cycle	Reviewed annually, or sooner where required by safeguarding, disciplinary, legal, regulatory or football governance changes.		

This procedure provides a clear, fair and easy-to-follow process for dealing with poor behaviour and complaints at Northwich United FC. It supports respectful conduct, protects player welfare, assists volunteers and ensures concerns are managed promptly, proportionately and consistently.

Procedure Overview

Purpose	To provide a clear, fair and easy-to-follow process for dealing with poor behaviour and complaints.
Applies To	Players, coaches, managers, volunteers, parents/carers, spectators, officials and anyone representing Northwich United FC.
Club Standard	**Respect • Integrity • Development • Teamwork • Inclusion • Professionalism**

1. Our Commitment

Northwich United FC expects everyone involved with the club to behave respectfully, safely and professionally. Poor behaviour will be addressed promptly and proportionately, with the aim of protecting players, supporting volunteers and maintaining a positive football environment. This procedure should be read alongside the club's safeguarding, lower-level concerns, disciplinary and Selection and Game Time guidance.

2. What Counts as Poor Behaviour?

Poor behaviour is conduct that falls below the standards expected by Northwich United FC or the England Football Grassroots Code. It may be a one-off incident or a repeated pattern and may occur at training, matches, club events, online or while representing the club.

- Disrespectful, aggressive or intimidating communication.
- Persistent criticism, shouting, swearing or inappropriate language.
- Bullying, harassment or discriminatory comments or behaviour.
- Poor treatment of players, parents/carers, coaches, volunteers, officials or opponents.
- Behaviour that undermines a coach, manager or club official.
- Inappropriate use of social media or club communication channels.
- Repeated failure to follow club rules, codes of conduct or reasonable instructions.

3. Complaints Chain of Responsibility

Stage	Who deals with it?	What happens?
1	Concern raised	The concern should be reported to the Team Manager or Club Welfare Officer, depending on its nature.
2	Manager / Club Welfare Officer	The concern is listened to, recorded and assessed. Where appropriate, it may be resolved through advice, clarification, guidance or agreed action.
3	Committee / Chairperson	Serious, unresolved or repeated matters, or those involving a club official, are escalated for formal club oversight.
4	Formal club action	The Committee/Chairperson may review information, speak to relevant people, agree an outcome and apply appropriate action.
5	Cheshire FA / external body	Where appropriate, matters may be referred to Cheshire FA, The FA, Police, Children's Services or another statutory service.

4. If the Complaint Is About a Manager or Club Welfare Officer

If a complaint concerns a Team Manager, it should not be handled solely by that Manager. It should be reported to the Club Welfare Officer or directly to the Committee/Chairperson, who will decide the appropriate route. If the complaint concerns the Club Welfare Officer, it should be reported to the Committee or Chairperson. No individual should investigate or determine the outcome of a complaint about their own conduct.

5. How to Make a Complaint

- Your name and contact details.
- The date, time and location of the incident.
- Who was involved and what was said or done.
- Any witnesses or relevant supporting information.
- What outcome or support you are seeking, if known.

Complaints should be made as soon as reasonably possible and should provide enough information for the club to understand what happened. Concerns should be raised respectfully and through the correct route.

6. How the Club Will Deal With a Complaint

The complaint will be acknowledged and passed to the appropriate person. The club will establish what information is available, decide the correct process, and may speak to relevant people so that the circumstances can be understood. Information will be treated sensitively and shared only where necessary.

Where appropriate, the club may use informal resolution, coaching or guidance, mediation, monitoring, a formal warning, code-of-conduct action or another proportionate club response. Serious matters may be referred to Cheshire FA, The FA or statutory services.

7. Fairness, Confidentiality and Serious Concerns

If anyone is in immediate danger or a crime is taking place, contact emergency services on 999. Do not wait for the club complaints process. If the concern involves abuse, neglect, serious discriminatory behaviour, sexual misconduct, violence or another serious safeguarding matter, it should be reported promptly to the Club Welfare Officer and/or Cheshire FA Safeguarding Team.

8. Confidentiality, Recording and Monitoring

The club will aim to deal with complaints fairly, objectively and without unnecessary delay. A complaint is not proof that poor behaviour occurred, and no person should be treated as having breached club standards until

the appropriate process has been followed. Complaints must not be discussed in team messaging groups, parent/carer groups, changing rooms or social media.

8. What We Expect From Everyone

- Raise concerns respectfully and through the correct route.
- Do not confront, threaten or intimidate the person you are complaining about.
- Do not post allegations or complaints on social media.
- Do not encourage others to take sides.
- Give people an opportunity to be heard through the appropriate process.
- Put player welfare, safety and the reputation of the club first.

9. Quick Reference

For players, parents/carers, coaches and volunteers: raise the concern → Manager or Club Welfare Officer → Committee / Chairperson if required → Cheshire FA or another appropriate external body where required. If the concern is about the Manager, speak to the Club Welfare Officer or Committee / Chairperson. If the concern is about the Club Welfare Officer, speak to the Committee / Chairperson or contact Cheshire FA Safeguarding directly.

10. Cheshire FA Safeguarding Contact

Cheshire FA Safeguarding	safeguarding@cheshirefa.com
Parents, coaches, volunteers or others may seek advice directly from Cheshire FA, particularly where the concern is safeguarding-related or they are uncomfortable raising it within the club.	

Appendix A – Poor Behaviour Complaint Record

Complete as much information as possible. Attach additional information where appropriate.

Date complaint received	
Received by	
Person making complaint	
Person complaint relates to	
Description of concern	
Escalated to	☐ Manager ☐ Club Welfare Officer ☐ Committee ☐ Chairperson ☐ Cheshire FA ☐ Other
Outcome / action	
Review / follow-up date	

Northwich United FC Key Contacts: Michaela Thompson • 07702 797542