



Ascot United Football Club Policy, Complaints,

Issues and Safeguarding



Please use the following contacts for all issues, complaints or safeguarding concerns. By using this procedure the club are able to ensure that we deal with any incidents or issues in a clear and timely manner.

General Manager **Jo Gavin** jo.gavin@ascotunited.co.uk

Safeguarding **Becky Sarney** safeguarding@ascotunited.co.uk

*Issue, complaint is received by the club via:
Email / website / phone call
This should be directed immediately to:*

*Safeguarding issues only
(Abuse – Harm – Neglect)
Becky Sarney
Lead Safeguarding Officer*

*All issues and complaints
Jo Gavin
Ascot United FC General Manager
Safeguarding Team*

Pass Over if/not safeguarding

1. Listen / Read and understand
 2. Investigate: Speak to those involved, witnesses, the accused, Managers and AGC's
Collate written statements of the facts from all involved where necessary
Discuss with club Safeguarding team / Directors where necessary
 3. Formulate and Implement Actions to be taken
Share the outcome with all parties
 4. Appeal Process:
Step one – Appeal panel of 3 Club Directors
Step two - Ascot United Chairman
Step three – Berks and Bucks County FA
1. Listen / Read and understand

Complaints and Issues around team streaming should first be directed to your Age Group Coordinator, you are welcome to email for for their details if you are not aware of them. Football issues will also be discussed with either Team managers, AGC's and our Directors of Football (Tom Howland, Dave Good and Donna Wilson) and will be coordinated by the General Manager. The appeal process remains as above.

Whilst we hope that you will have no reason to use this procedure we are aware that issues can and do arise, the club will always do our best to ensure that your issues or complaints are resolved to the best of our ability, please do remember that a large number of our staff are volunteers with full time jobs so replies may not come on the same day.

Ascot United Football Club – 06/2025