

COMPLAINTS PROCEDURE

Our primary goal is always to maintain a safe, supportive and fun environment for all the players in our league. We understand that challenges may arise, and we strive to improve our league by actively listening and responding to feedback from those in our community.

To make a complaint regarding violations of the leagues rules, policies, or codes of conduct, please send an email to girls@superleagueldn.com with the subject line: Formal Complaint

Once a complaint has been received, you can expect the following response from the league:

- Within 1 working day you will receive acknowledgement that the league has received your complaint.
- You will likely be asked to provide further details such as what occurred, when and where it occurred, names and/or club affiliation of those involved, witness names and statements, etc. Please return this information within 48 hours.
- Once this additional information has been received, the league will inform you within 3-5 working days whether your complaint will be resolved internally, or if the matter will need to be escalated to a relevant higher governing body.
- Where the complaint can be dealt with internally, you will be informed by the league of the investigation timeline and any additional information the league may require.
- The league will communicate the results of the investigation to the complainant by email, detailing the findings and conclusion. The league will also outline any actions that will be taken because of the complaint as well as restating the options available to escalate the complaint further if the complainant is unsatisfied.

GSL's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may take longer to be fully investigated. Consequently, timelines given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you are dissatisfied with the actions taken by the league to resolve the matter or no internal resolution can be reached, the complainant is entitled to escalate their complaint to the FA. In considering your complaint, it is essential for the FA to be aware that every effort has been made to resolve the matter internally.

Contact the London FA at Discipline@LondonFA.com

Contact the FA Grassroots Discipline Team's Senior Discipline Manager, Fraser Williamson at Fraser.Williamson2@theFA.com

Reporting a safeguarding concern or incident

For any concerns at GSL about the safety or wellbeing of a child, young person, or adult at risk, please report to one of our league's safeguarding leads:

Designated Safeguarding Lead – Maya Williamson, email: m.williamson@superleagueldn.com

Deputy Designated Safeguarding Lead – Colette Elliott, email: c.elliott@superleagueldn.com

- Within 1 working day you will receive a response from the safeguarding lead acknowledging that the league has received your report.
- You will be asked by the safeguarding lead to complete an incident report form. You should return the completed form within 48 hours.
- Within 3-5 working days of receiving your completed incident report form, the league will provide an update regarding what steps have been taken to refer or escalate the incident/concern to the relevant children's or adult's social care service or to the police.

We recognise that the welfare of all children, young people and adults at risk, is paramount and that all have equal rights of protection. We have a duty of care when they are in our charge, and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

As a member of SAFEcic, we aim at all times to attain best safeguarding practice throughout all our activities with children, young people, adults at risk, their parents, carers and/or families. We endeavour to provide a safe and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments. Our organisation holds current Public Liability Insurance which covers all our activities.

You can find our full safeguarding policy at www.superleagueldn.com/policies-and-procedures