



## **\*The Portico Vine Grievance Policy. \***

If a player or parent / guardian has any issue or grievance whatsoever the protocol is as follows and MUST be adhered to:

1. The individual shall approach the Team Coach and fully inform them to the problem.
2. The Team Coach will try to deal with the issue there and then, failure to resolve the issue the coach will seek further guidance from the Clubs Head Coach or Deputy Head Coach.
3. If applicable and in line with Safeguarding legislation, the Head Coach (or deputy) will seek guidance and involvement of the child welfare team.
4. The child welfare team will listen to all parties and take statements thus investigating the issue fully, the senior committee members will also be made aware of the situation.
5. At the conclusion of the investigation, a decision on any internal action will be taken by the Chairman. If it is deemed necessary the NWC shall be informed and guidance shall be sort via the NWC child welfare officer.
6. The NWC's may take the decision to inform the RFL of the situation. This is a decision that ONLY the NWC's will take not the club or any other individual as protocol must be followed at all times.