



### **EDMSL Complaints Procedure**

Should a team wish to make a complaint of any nature, then that complaint must be made to the Club Secretary in the first instance, not the Fixtures Secretary, Venue Co-ordinator or League Secretary

If the complaint is considered sufficiently serious, the Club Secretary should E-Mail the League Secretary with the details, this will be logged with the Discipline Sub-Committee and an initial decision taken as to action to be taken:

1. Referral to Hampshire FA.
2. Action By League (£20 Deposit payable)
3. Action by League (no Deposit)
4. No action.

In any case the Club will be told of the decision.

If the complaint relates to a child welfare issue, then the report should be submitted to the EDMSL League Secretary and copied to the League Child Welfare Officer and the CWO's of both clubs involved.

We would hope most issues can be dealt with between these CWO's, with guidance if necessary from the League CWO.

For cases involving the competency of Parent Referees, the League can only make the offending club aware of the complaint and offer corrective advice, as we are not permitted by the FA to discipline clubs/teams or individuals directly unless involving a RESPECT issue.