



OTLEY TOWN AFC

CONCERNS, COMPLAINTS & SAFEGUARDING

USE THE RIGHT ROUTE. ACT EARLY. KEEP PEOPLE SAFE.

Complaints, Disciplinary & Appeals | Safeguarding Reporting & Whistleblowing

START HERE - CHOOSE THE RIGHT ROUTE

Welfare first | Fair process | No retaliation

1 DANGER / POSSIBLE HARM

Call 999 if immediate. Tell the CWO or safeguarding authority without delay.

2 SAFEGUARDING / POOR PRACTICE

Use the safeguarding route. You do not need proof and must not investigate yourself.

3 CLUB COMPLAINT / MISCONDUCT

Use the Club procedure unless an FA, league, discrimination or data route applies.

SPECIALIST ROUTES

Discrimination: The FA | Match misconduct: league / West Riding FA | Data protection: Club Data Lead

SAFEGUARDING REPORTING

Protect first. Report without delay.

PROTECT

- 1 Immediate danger, serious injury or crime: call 999. Safeguarding can bypass the Club.

LISTEN

- 2 Stay calm, reassure and take the person seriously. Do not promise secrecy or confront.

RECORD

- 3 Write exact words and facts, date, time, people and action. Do not circulate harmful material.

REPORT

- 4 Tell the CWO promptly. If unavailable, involved or unsafe, contact West Riding FA, The FA or statutory services.

FOLLOW ADVICE

- 5 Preserve evidence, share only what is needed, support those affected and record decisions.

COMPLAINTS, DISCIPLINE & APPEAL

Fair, impartial and proportionate.

RAISE

- 1 Contact the Club Secretary, or Chair if involved. Resolve informally only when safe and suitable.

TRIAGE

- 2 Acknowledge within 5 working days. Select the right route, manage conflicts and immediate risk.

INVESTIGATE

- 3 Use impartial fact-finding and hear affected people separately. Aim to conclude within 28 calendar days.

DECIDE

- 4 Apply the balance of probabilities. Give findings, reasons and proportionate action in writing.

APPEAL

- 5 Submit within 10 working days on a permitted ground, identifying the claimed error or new evidence.

INDEPENDENT REVIEW

- 6 Review, not normally a rehearing. Aim for an outcome within 20 working days; final within the Club.

KEY BOUNDARIES

Safety | Independence | Confidentiality | Learning

- Safeguarding takes priority and pauses or replaces the ordinary complaint process.
- Interim safety measures are neutral and are not a finding of guilt.
- FA, league and statutory processes remain separate; the Club must cooperate and not prejudice them.
- Tell West Riding FA about a third separate lower-level concern, or removal/resignation during the process.

CLUB WELFARE OFFICER:

WEST RIDING FA SAFEGUARDING safeguarding@westridingfa.com | 0113 282 1222
THE FA SAFEGUARDING safeguarding@thefa.com | 0800 169 1863

COMPLAINT CONTACT:

DANGER: 999

REPORT EARLY. USE THE RIGHT ROUTE. PROTECT PEOPLE.

Otle Town AFC Club procedures
The FA & West Riding County FA guidance | Check live contacts before display