



Putting Things Right Policy

NEWPORT COUNTY AFC

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Drafted by	Kelly Anderson
Signed off by	Gavin Foxall
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Newport County AFC is committed to its #OneClubOneCounty values of family, honesty, respect, resilience and trust.

We admit that we don't always get things right, however, your feedback and sharing your concerns/grievances with us early, will allow us to consider each case individually and to take any necessary action.

The Club believes that concerns/grievances should be settled as quickly as possible, and at times, we may feel it necessary to implement a mediator to support a grievance where two or more people are involved.

The mediator is not there to decide on an outcome, but purely to support all parties in reaching an agreement to be able to positively move forward.

On receipt of the concern/grievance, the Club will then follow the steps as detailed within our Grievance and Disciplinary Policy.

The Club will then follow three key stages:

- Carry out a thorough and documented investigation considering all aspects of the concern/grievance raised.
- Carry out a grievance hearing
- Offer an appeal process if you are unhappy with the outcome of the investigation and grievance hearing.

Throughout the concern/grievance process, the person at the centre of the concern/grievance will:

- Have any reasonable adjustments requested taken into consideration
- Be advised 2 days in advance in writing of a grievance hearing taking place
- Have access to any written or documentary evidence 2 days prior to the meeting taking place. Please note that this may be redacted to maintain someone's confidentiality and to share only relevant information relating to the grievance.
- You will be able to be accompanied by a fellow employee, family member or friend
- You will be able to respond to the allegations of the concern/grievance made against you
- You will be advised in writing of the outcome of the grievance hearing.

As a person raising a concern/grievance, throughout the process you will:

- Be taken seriously and listened to
- Have the opportunity to share with us the detail of your concern/grievance to enable us to conduct a thorough investigation
- We may request your personal information for us to share updates and gain further information from you if needed, however, we will be able to maintain your confidentiality if you wish
- You will be kept up to date with relevant progress
- Be written to following the outcome of the grievance hearing, to advise that the concern/grievance has now reached a satisfactory conclusion. Please note that there may

be elements of the meeting that we will be unable to share with you due to confidentiality of the person involved.

To report a match day/Club concern:

Stage 1

Email the detail of your concern/grievance to our Supporter Liaison Officer office@newport-county.co.uk Please mark this as PRIORITY ACTION – COMPLAINT, giving as much detail as possible within your email.

If you do not have access to email, you are welcome to write to us marking the envelope PRIORITY ACTION, Newport County AFC, Rodney Parade, Rodney Road, Newport NP19 0UU

Stage 2

Your email/letter will then be shared with the relevant senior person to investigate your concern/grievance within 5 working days of receipt unless advised of an alternate timescale.

To report a safeguarding or wellbeing concern:

Stage 1

Email the safeguarding team on safeguarding@newport-county.co.uk or call 07519 822227. Please share as much detailed information regarding the concern/grievance as possible, including your personal information so that we can come back to you if needed. We will maintain your confidentiality where requested.

Stage 2

You will receive an acknowledgement email from the team, who will triage your concern and respond within 24 hours or within 1 hour if there is immediate risk of harm to a child or vulnerable adult. In this instance we would recommend that you contact the police on 999 before contacting ourselves.

If you are within the stadium grounds and have a safeguarding concern, then please do report to the nearest steward where possible to do so.

Safeguarding and wellbeing concerns can take longer to investigate, however, you will be advised of an approximate timeline and process.

Stage 3

The safeguarding team will conduct a thorough investigation and advise you of the outcome in writing. Please note that we may be restricted in the information that we can share with you within the outcome.

To report an Academy concern/grievance:

Stage 1

We value young people using their voice to talk to us about any worries or concerns that they may have, so in the first instance, please do encourage your child to speak to their Phase Lead. If in the instance they feel unable to do this, then parents/carers, please do email your Phase Lead detailing the nature of the concern/grievance.

Your Phase lead should then respond providing further information, or details of what they will do to escalate your concern/grievance to the relevant person. This should be completed within 5 working days.

Stage 2

If you wish to escalate your concern/grievance, then you are welcome to contact our Head of Coaching – Ben Gast, who will conduct a thorough investigation and liaise with other senior staff members to follow the guidance as set out in our Grievance and Disciplinary Policy.

Appeals process

If you are unhappy with the outcome of any of the outcomes of the concern/grievance procedures, then you are welcome to submit your appeal in writing to the Club Chairman – . You can do this by writing to him for his attention at the Club address: Newport County AFC, Rodney Parade, Rodney Road, Newport NP19 0UU.

The Chairman's decision will be final.

Timeframe

The Club will aim to deal with your concern/grievance within 14 days.

Further Escalation

Newport County AFC will endeavour to resolve all concerns/grievances. Should however, an individual or group deem the outcome unacceptable, then several bodies and organisations can be contacted to further the case

The Football Supporters Federation

The Football Supporters' Federation (FSF) is the democratic organisation representing the rights of fans and arguing the views of football supporters in England and Wales.

Call 0330 44 000 44 or email info@fsf.org.uk

Independent Football Ombudsman

The Independent Football Ombudsman was established by the football authorities and adjudicates on unresolved complaints.

Call 0330 1654223 or email contact@theifo.co.uk.

EFL Supporter Services

The Supporter Services department promotes the work carried out by the EFL, acting as the principal point of contact at the EFL for any supporter queries or complaints. A key function of the Supporter Services department is to provide a professional and approachable point of contact within the EFL for supporters and other members of the general public who need help, advice and information on any aspect of our activities.

By post: Supporter Services Department, EFL House, 10-12 West Cliff, Preston, PR1 8HU

By direct dial telephone: 01772 325829

By fax: 01772 325801

By e-mail: enquiries@efl.com

Safeguarding

You can contact the EFL by email: safeguarding@efl.com

Or the FA by email: safeguarding@thefa.com

As well as complaints, general comments about the match day experience, as well as any other Newport County AFC based activities can be directed to the Club via fanfeedback@newport-county.co.uk

General enquiries can also be directed to our social media platforms:

Twitter: @NewportCounty

Facebook: Newport County AFC

Instagram: newportcountyafofficial_

Other useful contacts:

Kelly Anderson

Head of Safeguarding & Interim General Manager

Email : safeguarding@newport-county.co.uk

Tel : 07519 822227

Luke Hussey

Academy Manager

Email : luke.hussey@newport-county.co.uk

Ben Gast

Head of Coaching

Email : ben.gast@newport-county.co.uk

Josh Liddiard

Youth Development Phase Lead

Email: josh.liddiard@newport-county.co.uk

Ryan Morley

Academy Foundation Development Phase Lead

Email : ryan.morley@newport-county.co.uk

Martin Chan

Pre-Academy Phase lead

Email: martin.chan@newport-county.co.uk