



Complaints Procedure

We are sorry that you feel that you have cause to complain. At Lotus Sports Club we take your complaints seriously. Please follow the steps below:

1. If your complaint is about the way a person has been treated by a member of staff, a parent volunteer or another member;
 - a. Please speak with your Welfare Officer, Michael Gold; or your Chairman Bala Arumugam.
 - b. They will take up your complaint with the person or persons involved.
 - c. You may be asked to a meeting where you can discuss your complaint further.
 - d. In some cases, where appropriate, the Welfare office of The London FA will be consulted.
 - e. Once all sides have been listened to, a decision will be made as to what should be done.
 - f. You will be notified of this decision.
 - g. If you are unhappy with the decision made you can ask the Chairman of the Parents Committee Jan Khodabaksh to appeal a decision on your behalf. You also have the option to involve the Welfare Office of the London FA. You can do this in writing only to the following address:
The County Welfare Officer, The London FA, 11 Hurlingham Business Park, Sullivan Road, Fulham, London, SW6 3DU.
You will be notified of the decision made at this appeal. This decision will be final.

2. If your complaint is about something else;
 - a. Please speak to your Welfare Officer, Michael Gold; or your Chairman Bala Arumugam.
 - b. They will look at the problems you have highlighted.
 - c. You may be asked to a meeting where you can discuss your complaint further.
 - d. Once all sides have been listened to, a decision will be made as to what should be done.
 - e. You will be notified of this decision.
 - f. If you are unhappy with the decision made you can ask the Chairman of the Parents Committee Jan Khodabaksh to appeal a decision on your behalf. You will be notified of the decision made at this appeal. This decision will be final.