

Complaints Procedure

Rule 8 (a) Complaints Procedure

In all cases the complaint must be sent in the form of an e-mail to the correct department. Text messages or telephone conversations will not be deemed suitable or responded to. The correct procedure is as follows: initial complaint must be made to your Team Manager, Club Secretary or Club Welfare Officer. They can then proceed the complaint by contacting the relevant EMJFL Officer.

Rule 8 (b) Complaints Concerning Managers/Coaches etc

Any complaints concerning matchday procedures including such things as squad sheet irregularities, matchday arrangements, confirmation of matches or other incidents concerning opposition Managers should follow the above Rule 8 (a) and be forwarded to the League Secretary emjflsec@gmail.com.

Rule 8 (c) Complaints Regarding Safeguarding

Any complaints regarding the safeguarding or welfare of players, children or adults should follow the above Rule 8 (a) and be forwarded to the League Welfare Officer emjflwelfare@gmail.com.

Rule 8 (d) Complaints Procedure Central Venues

At central venues, where an EMJFL Coordinator is in attendance, a Complaints Procedure card with full instructions will be available on request. In some cases the Coordinator may be able to assist with a general complaint but Rule 8 (a) must be adhered to where Coordinators cannot be of assistance.

Rule 8 (e) Complaints Procedure Referees

Referees are appointed to matches by EMJFL however they are regulated by The County FA to whom they are registered and therefore the EMJFL can not consider any complaints regarding a Referees handling of a game. All complaints regarding Referees must follow Rule 8 (a) but be directed to Manchester County FA

Rule 8 (f) Personal Hearing

In the event that a Club considers the complaint to be serious or not having been resolved by the EMJFL the Club can request a Personal Hearing. A sum of £50.00 must be lodged with the League at which time a venue and time will be arranged for the hearing. A panel of four EMJFL Committee Members will hear your complaint. The Club will be allowed to bring four Senior Club/Team Officials. The complaint will be heard and the Club will be informed of the EMJFL decision either on the night or within seven days.

