

Official Complaint Form

Send completed forms to: Scottish Youth Football Association, Hampden Park, Glasgow G42 9BF
or email: syfacomplaints@scottish-football.com



Note: In accordance with Section 4 of the SYFA Complaints Process, all complaints should, in the first instance, be addressed at a local level to allow the relevant League or Club the opportunity to resolve your complaint.

BEFORE completing this form, your complaint must have been submitted to the relevant club or league.

If not, please submit your complaint to the relevant local club (Chairperson/CWPO) or League Secretary.

If your complaint has been submitted locally and you remain unhappy with the outcome, please continue and complete this form.

Date and time the complaint was raised locally.

Date: __ / __ / __

Time: __ : __

Name and position of the person to whom the complaint was raised.

Name: _____

Position: _____

How was the complaint raised?

Select from the dropdown list.

What was the outcome?

Why do you remain dissatisfied?

When submitting your complaint, please include a copy of all correspondence between the relevant party and you. This should include a full copy of the original complaint, notes of meetings, any exchanges over email, WhatsApp or text messaging etc.

1. Complainer - Personal information

Name		
Position	Select from the drop-down list	
Club		
SYFA Club ID (if known)		
Contact Information	Tel.	Email

2. Complaint made against

Select from drop down list

3. Name of individual/s subject of complaint

4. Summary of events leading to the complaint

Please include details relevant to an investigation, such as dates, locations, and witnesses. Please use additional pages if required.

5. Disciplinary rule/s breached

Please include details of any specific disciplinary rule(s) breached. SYFA rules can be found here: [Scottish Football Association Self Service Portal - SYFA Supplementary & Playing Rules](#)

6. Please outline the steps you have taken to resolve this issue

7. What would you consider to be a satisfactory outcome?

8. Evidence provided in support of the complaint

	Description of document	Name of witness	Witness position/role
1			
2			
3			
4			
5			

9. Any other relevant information/considerations

Confidentiality

In submitting this form, an allegation is made and will progress on a strictly confidential basis.

Any confidential information disclosed by you and/or to you for the purposes of an investigation, must remain confidential and must not be disclosed for any purpose other than in connection with an investigation.

The SYFA consider confidential information as:

- Information relating to any SYFA investigation which is not publicly available.
- Information that is reasonably regarded as possessing a quality of confidence.
- Information that has a sensitive value in relation to the business of the SYFA.

This document will be circulated to the party to whom the complaint relates.

Any information that you do not wish to share should be sent in a separate envelope marked ***Private and Confidential***, together with this form.

If you are unable to email any information, you can send a hard copy (signed-for or recorded delivery) to:

Scottish Youth Football Association
Hampden Park
Glasgow
G42 9BF

Declaration

To the best of my knowledge, the information I have provided in this form is correct.

I agree to act in accordance with the Confidentiality terms above.

I consent to SYFA processing and storing my personal information as necessary in handling this complaint.

Signed	
Name	
Date	

For office use only	
Date Received	
Received by (initials)	
Investigating SYFA official	
Action taken	Investigation to proceed
	More information required
	Closed
Outcome	Dismissed
	Upheld