



Managers and Coaches Handbook

2026/2027 Edition

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1. Introduction

This handbook sets out the key principles and expectations for all CJB managers and coaches. It is intended for everyone involved in delivering football at the club, whether you're new to the role or an experienced member of the team.

The purpose of the handbook is to provide clarity, consistency, and support, ensuring that all managers and coaches understand what is expected of them and have a shared foundation for how we operate.

The principles behind the handbook are:

1. **To support new and existing managers and coaches** by offering clear guidance on responsibilities, club expectations, and the values that underpin everything we do at CJB.
2. **To set out consistent standards of behaviour and conduct**, helping us meet our legal, financial, and ethical obligations. This includes complying with The FA's current accreditation requirements (formerly Charter Standard), safeguarding policies, Respect campaign guidance, and inclusion standards.
3. **To ensure fair and responsible use of club resources**, so that all teams and players benefit equally, and we continue to offer good value and a positive experience for members.
4. **To protect and strengthen what makes CJB successful**, so we can deliver on our commitments to players, families, coaches, volunteers, and sponsors, and continue to grow and improve in a sustainable way.

Managers and coaches are not expected to approach every situation in the same way, but all are expected to be guided by these shared principles. This ensures consistency across the club and helps us create the best possible environment for everyone involved.

CJB focusses on association football but in the past has also run futsal teams. If coaches or others want to provide futsal or other sports, for example disability football or walking football, then the Committee would be happy to discuss that.

2. Philosophy, Legal Requirements and Respect

2.1. Philosophy

At CJB, our playing and coaching philosophy is simple and powerful:

"Our goal is to play the game in the right way, showing greater respect, creativity, and sportsmanship than our opponents. We strive to win through skill, teamwork, and positive play, but never at the cost of integrity or respect for the game. Scoring goals is important, but only when it reflects the values we stand for on and off the pitch."

This approach underpins everything we do. It reflects our commitment to good sportsmanship, creative football, and a focus on player development over results. Every manager, coach, player, and parent should understand this philosophy and help to put it into practice. We aim for our opponents to recognise CJB as a club that always plays the game in the right spirit.

For more detail, including advice on how to handle one-sided games in a respectful and responsible way, please refer to the full Club Philosophy and other relevant documents at <https://cjbfc.uk/resources/>

2.2. Legal Requirements

It is a legal and FA requirement that anyone working with young people under the age of 18 must hold a valid, enhanced **DBS check** (Disclosure and Barring Service, formerly CRC/CRB). This includes:

- All team managers, coaches, and assistants
- All volunteers who have contact with players other than their own children

These DBS checks must be processed through the FA system as DBS certificates from other sectors (such as schools or health services) are **not** accepted for football roles. The FA requires DBS checks to be renewed every three years.

Every team, at every session (training or matches), must be led by someone who holds a valid FA issued DBS check. It is the manager's responsibility to ensure this is always the case.

Anyone needing a DBS should contact the Club Secretary or Welfare Officer.

2.3. FA and Club Requirements

In line with current FA guidance, **each team must have at least one qualified coach** who meets the following minimum standards:

- FA Introduction to Coaching Football (previously FA Level 1)
- FA approved First Aid qualification (valid)
- FA Safeguarding Children qualification (valid)
- Enhanced FA DBS check (valid)

The Club **recommends** that each team has at least **two qualified individuals** to ensure good cover across training and matchdays.

All qualifications should be kept up to date through FA accredited training and renewal pathways. Managers and coaches are responsible for maintaining their certifications and are encouraged to pursue ongoing development.

2.4. FA Respect Programme

All CJB managers and coaches must follow The FA's Respect guidelines and actively promote them within their teams. This includes:

- Adhering to the **FA Code of Conduct for Coaches and Team Managers**
- Encouraging players and parents to follow their respective Respect Codes
- Holding an annual meeting with players and parents (together or separately) to go through the codes and expectations

The full set of FA Respect Codes can be found in the CJB Members Handbook and at: <https://www.Englandfootball.com/respect>

Managers and coaches should also ensure that all team members, including spectators where practical, know :

- Who the Club Welfare Officer is
- How to raise a concern related to child welfare or conduct

This information can be found on our [website](#)

Poor behaviour – whether by players, coaches, parents, or spectators, can lead to disciplinary action, including:

- Yellow and red card sanctions (e.g., cautions or dismissals) - typically £10–£50
- Misconduct or administrative breaches (like failing to follow referee or league procedures, or repeated dissent) - usually between £50–£150+
- Serious breaches (e.g., crowd misconduct, discrimination) - can result in much larger fines, potentially running into hundreds or thousands of pounds, alongside suspensions
- Temporary or permanent bans from football
- Escalation to safeguarding or legal processes in serious cases

Common offences include:

- Disputing a referee's decision
- Entering the pitch without permission
- Using abusive, threatening, or discriminatory language
- Any behaviour that endangers or potentially endangers children

Referees' decisions are final and must not be contested during or after a game. Any concerns about refereeing should be raised in the proper way, through the Club Secretary.

For any questions about Respect, contact the Club Welfare Officer.

3. Players

3.1. Recruiting Players

At CJB, we aim to provide football opportunities to any child who wants to play, regardless of ability, background, or prior experience. While ability may be a factor when balancing team composition (e.g. matching styles or filling positional gaps), we do **not** select players based solely on ability, skills, or potential. Inclusion remains at the heart of our club philosophy.

If we have sufficient qualified coaching support, our policy is to welcome any child who wants to play.

3.1.1. Recruitment Rules:

For existing teams recruitment of new players is permissible between 1st July and the final Sunday in February. Unattached players may be signed at any point, but a transfer must be initiated for any player who is currently registered for any team in the same age group and league. This is in line with FA regulations to protect club stability during the season.

We ask all players at CJB to treat the club as their first priority, but there is no objection to dual-club participation, provided the player can fully commit to their CJB training and match responsibilities.

Similarly, if a player from another club expresses interest in joining CJB, this is acceptable, provided they understand their CJB commitments, and the move does not breach league or FA rules.

3.2. Releasing Players

While we strive to retain players who wish to stay, we also understand that movement between clubs is a normal part of youth football, especially during the summer months.

If a player chooses to leave CJB, the departure should be handled amicably and respectfully. Players leaving should be asked to return any club property, including kits and equipment.

CJB may, in rare cases, ask a player to leave. This will only occur in exceptional situations, such as:

- Ongoing disruptive behaviour that has not improved following sustained support and clear warnings over a three-month period
- Parental behaviour that breaches safeguarding, welfare, or respect policies
- Persistent non-payment of subscriptions without communication or resolution

Such decisions are made carefully, and only after discussions with the coaching team and relevant welfare officers.

3.3. Professional Club Scouts

Scouts from professional academies may attend matches and identify players of interest. They **must**:

- Have sought and received permission to attend by contacting the club secretary in advance
- Present valid scout identification to the team manager
- Not speak to players or parents without prior written notification to the club (as per the FA's "7-Day Rule")

In some cases, the club may facilitate a brief introduction between a scout and a player's parents, especially where a development opportunity (not a signing) is being offered.

From U9 onwards, players can be invited to train with or sign for a professional club. If they **sign** a formal contract (e.g. with an academy), they are **not** allowed to continue playing grassroots football. If they only train, they can still play for CJB.

Professional clubs may express interest in players under U9 (e.g. U7/U8s), but those players are not eligible to join an academy until the permitted age.

3.4. Approaches from Grassroots Clubs

The same FA rules apply to grassroots clubs, though they are more loosely enforced unless a complaint is raised.

From 1 September to 31 May, it is generally **not permitted** to approach registered players from other clubs in the same league, doing so risks undermining team stability.

All leagues **do allow** in-season transfers, but the proper approach is:

- Make initial contact with the player's current team secretary and manager
- Respect the other club's position
- Seek an amicable agreement if a player genuinely wishes to move

During the off-season (1 June to 30 August), recruitment, including trials and advertising, is permitted. However, clubs should still avoid direct approaches to registered players from other teams, especially within the same league or age group. Always contact the player's manager first to prevent disputes or complaints.

Good practice: If a player or parent contacts you (e.g. via social media or in person), and you're interested in following up, notify their current club secretary and team manager, especially if you're in the same league or division.

3.5. "Tapping Up"

The FA strictly prohibits adults from encouraging players to leave another team to join theirs outside of the correct procedures. This is commonly referred to as **"tapping up"**, and includes:

- Directly contacting players or parents
- Making offers of better game time or positions
- Recruiting in secret or without club-to-club communication

Players may talk among themselves, but adult-initiated recruitment must follow FA rules and respect the integrity of all grassroots clubs.

3.6. 7-Day Rule

If a club wishes to formally approach a player already registered with another club, the Secretary of the interested club must submit written notice to the player's current club Secretary.

- After **seven full days**, an approach may be made
- If both clubs agree to waive the rule, an earlier discussion is permitted

This rule applies to both professional and grassroots football and is designed to maintain transparency and prevent unethical recruitment. If a professional club violates this process, it should be reported to the CJB Secretary and, if necessary, escalated to the FA.

3.7. Player Eligibility

The FA's **Standard Code of Rules (Youth)** [SCORY] sets the national framework for player eligibility. Key points include:

- No player may play in an official match until they are **6 years old**
- Age groups are based on the player's age as of **midnight on 31 August**
- Players may not exceed the maximum **playing time per day**:

- U7/U8: 40 minutes
- U9/U10: 60 minutes
- U11/U12: 80 minutes
- U13+: in line with FA guidance

To play in a league match, players must be:

- Registered with an FA-affiliated club (e.g. CJB)
- Registered with an FA-affiliated league
- Assigned to an age-appropriate team

Players can be registered with more than one club as long as:

- Each club participates in different competitions (e.g. Saturday vs. Sunday leagues)
- The player abides by both clubs' expectations

Transfers within a season are permitted up to the relevant **league deadline** (often late February). At the end of each season (30 June), all registrations expire. Players do **not** need to be formally “released” to join a different club for the new season.

Most players are expected to play in their own age group, but they may also play in the next age group up, depending on club needs and player maturity.

4. Club Structure and Governance

Chesterfield Junior Blues FC (CJBFC) is affiliated with the Sheffield & Hallamshire County FA. While FA affiliation numbers are no longer required, the club remains registered under this county association.

4.1. Club Committee

The Management Committee meets around four times per year. Each sub-committee and officer should be represented. Decisions are binding club-wide. Minutes are shared with managers and coaches.

4.1.1. Sub-Committees and Key Roles

- **Chairman – Tim Bedford**
- **Vice Chairman – Oliver Couch**
- **Club Secretary – Dan Stothard**
- **Treasurer – Dan Stothard**
- **Registrations Officer – Anth Payne**
- **Club Welfare Officer – Stacey Barnett**
- **Development Soccer Lead (U11+ teams) – Dave Hall**
- **Mini Soccer Lead (U7–U10) – Lee Gent**
- **Social Media Lead – Stacey Barnett**

Managers and coaches are encouraged to support and contribute to these areas.

4.2 Finances

Every player must register with the Club and pay the appropriate fees. Until registration is complete, they are **not covered by the Club's insurance** and **cannot play or train** with the Club.

4.2.1. Subscription Fees (2026/27 Season)

- **Playing fee (1 September – 30 May):** 1 payment of £300 *or* 8 monthly payments of £37.50 totalling £300
- **Training-only fee:** £50 (for players not participating in matches)
- **Second team fee:** £50 (for players registered to two CJB teams ie Saturday & Sunday)

4.2.2 Sibling and Multi-Team Discounts

To support families and encourage wider participation, CJBFC offers the following fee adjustments:

- **Sibling Discount:** A £50 discount is applied to the registration of each additional sibling playing for a CJB team, payable by rebate once full subs have been settled for the season.
- **Multi-Team Charge:** Players registered to a second CJB team (such as both Saturday and Sunday) will incur an extra £50 fee, provided they have paid full subscriptions for their primary team.

Players trialling with CJB do not need to pay initially, but their parents must be made aware that their child is **not insured** until registration is complete.

Players who initially register as training only may upgrade to full registration by paying the balance of fees pro rata if they begin playing matches.

4.2.3. Centrally Covered Costs

The Club covers the following costs centrally:

- Up to £80 in summer tournament costs per team (usually covering two tournaments)
- Winter training facility costs
- Referee and pitch fees for home league and cup matches
- League affiliation and team registration fees for one winter league per season

Additional costs for extra tournaments, summer leagues, or non-standard arrangements (e.g. additional training venues or entry into a second league) must be funded by the team via fundraising, sponsorship, or additional team contributions.

4.2.4. Money Handling and Transparency

All monies raised in the name of CJB, whether centrally or by individual teams, must be passed to the Club Treasurer and banked in the Club's official account. This includes subscriptions, sponsorship, and team fundraising.

While funds raised for specific teams (e.g. a raffle for kit or a team social) are earmarked accordingly, they are still held in the Club account and remain under Club oversight.

4.2.5. Claiming Expenses

Managers may claim back Club-approved expenditure (e.g. referee fees, pitch hire not centrally booked, FA Learning) using receipts. Claims must be submitted to the Club Treasurer.

4.3. Kit Sponsorship and Equipment

Managers are responsible for seeking kit sponsorship for their teams. The Club will support this effort and sets standard sponsorship amounts based on squad size. Playing kit is expected to last two years and must bear the Club logo. The Club will also centrally purchase equipment (balls, cones, bibs, etc.) and first aid kits to ensure quality and consistency across teams.

If jackets for cold or wet weather cannot be sponsored, parents should be informed that suitable alternatives will need to be provided. Players must not be left without appropriate clothing in poor weather conditions.

4.4. Venues for Home Matches and Training

CJB aims to provide suitable and consistent venues for all teams across age groups, ensuring that training and fixtures are delivered in line with league requirements and club standards. Venue allocation is based on age group and competition format, with costs centrally managed by the Club wherever possible. The following outlines the current arrangements:

4.4.1. Training Venues:

Summer training (April to September) should primarily take place at **Holmebrook Valley Park or other public park**, which is free of charge.

Winter training (October to March) will be conducted at various venues. The Club arrange and manage all venue bookings centrally, but managers may seek their own venues subject to:

- High quality and good value for money.
- Approval by the **Club Secretary**.

Wherever possible, especially with younger age groups, facility sharing is encouraged (e.g. three U7/U8 teams sharing one-third of an AGP).

4.4.2. Match Venues:

- **U7–U10 teams matches:** Home venues are determined by the relevant league.
- **U11 and older teams:** Home matches are played at Springwell Community College and Outwood Academy Newbold unless otherwise agreed and arranged.
- The Club pays pitch and referee fees for home matches, including all mini-soccer venues, by electronic bank transfer.
- Any deviation from the above arrangements requires approval from the Management Committee.

4.5. Social Media, Other Communications, and Photography

The Club and the FA support the positive and safe use of social media and photography to promote youth football. However, there are clear guidelines that must be followed:

4.5.1. Social Media Guidelines

- **No publication** of match scores or results for teams **U11 and below**, except in certain cup competitions.
- **No criticism** of players, other clubs, or match officials, **under any circumstances**.
- **Safeguarding is paramount**: Adults must avoid direct messaging or inappropriate communication with any child who is not their own, across all platforms (social media, text, email, etc.).
- All posts that represent or appear to represent the Club must be approved by an officer of the Club or an authorised person.
- Team specific social media posts must also comply with these standards.

4.5.2. Photography Guidelines

Photography is legal in public spaces, but best practice is to:

- Seek the agreement of **both teams and the match referee** before taking photos or videos.
- Ensure the manager is aware of any **safeguarding concerns** within the team (e.g. a child with a protected identity).
- If necessary, withdraw a player from matches or training to maintain privacy.

All Club related photography must be used respectfully, ensuring children's welfare and dignity are protected.

5. League and Cup Matches

5.1. North Derbyshire Youth Football League (NDYFL)

The North Derbyshire Youth Football League (NDYFL) runs league and cup competitions for U7 and upwards, with mini-soccer (U7–U10) and competitive formats from U11 onwards.

Prior to kick-off at all games player team sheets must be shared with the opposing team. Players not appearing on the sheet, or showing as suspended, must not take part. Any discrepancies must be reported to the league before the game finishes.

5.1.1. Mini-Soccer (U7–U10)

Matches are played on Saturday mornings at NDYFL-designated Soccer Centres, which currently include:

- Brookfield Community School (Chesterfield)
- Go!Active@TheArc, Clowne

- NDYFL Hollingwood Hub (near Staveley)
- Clay Cross Active

Managers must check the [NDYFL website](#) regularly for updates to fixtures, venues, and other announcements.

Key Points:

- Teams may be scheduled at any of the above venues, fixtures must be checked carefully.
- Closed date requests or preferred kick-off times must be made in advance (not guaranteed).
- Teams may not have a fixture every week due to the number of teams vs pitch availability.
- Goal setup is shared: first teams set up one goal each; last teams take them down.
- Match fees (including referee fees) are paid centrally by CJB.
- 28 days notice is required to postpone a fixture, with only 3 postponements allowed per season

Weather-related cancellations:

- Communicated via email or social media (often by Thursday).
- Same-day cancellations will be made by phone or social media.
- Cancelled games may not be rescheduled, as teams are not required to complete a set number of matches.

Additional Rules:

- U11 and below matches are non-competitive. No results/scores may be published or discussed, including on social media.
- Referees award sportsmanship marks based on player, coach, and spectator behaviour.
- Two cup competitions:
- Primary Cup (all teams enter)
- Secondary Cup (for teams knocked out of the 1st round)
- Most teams play around 20–22 matches per season.

5.1.2. U11 and Older

From U11 upwards, NDYFL becomes a competitive league, with league tables and results recorded (except where restricted by FA rules).

- Match days are usually Saturdays.
- Fixtures and results are managed through the FA Full-Time platform.
- Cup competitions are organised within each age group.
- Home pitch arrangements vary, matches may be held at Springwell Community College or other Club-approved venues.
- Teams must follow NDYFL rules on fixture rearrangements, match-day conduct, and reporting results. Results are submitted to NDYFL via return text message.

5.2. Sheffield and District Junior Football League (SDJFL)

The Sheffield and District Junior Football League (SDJFL) is the largest youth football league in Europe, running divisions for U7 and above.

5.2.1. General Information

- Matches are typically played on Sundays.
- Teams of all abilities are accommodated, with multiple divisions per age group.
- Teams are encouraged to play pre-season friendlies against SDJFL teams to help assess their level before division allocation.
- Fixtures, tables, and results are managed via FA Full-Time.
- The League promotes respectful behaviour, results may not be shared for U11s and below, and criticism of players, teams, referees, or officials is strictly prohibited.

5.2.2. Matchday and Admin Guidance

- Teams are responsible for understanding and complying with all matchday procedures and referee protocols as outlined by the SDJFL.
- Any fixture issues, postponements, or special requests must be communicated to the League by the published deadlines.
- Cup competitions are scheduled alongside regular league fixtures; teams must be prepared to fulfil both commitments.
- It is the responsibility of each team to ensure that all scheduled fixtures are completed within the league's designated season window.
- All relevant sections of the Matchday App must be completed before and after each fixture. Failure to do so may result in disciplinary action, including fines.
- Teams must adhere fully to the SDJFL Matchday Regulations, including protocols around kick-off times, pitch setup, conduct, and reporting.

5.2.3. SDJFL Matchday Protocols

All teams participating in the Sheffield and District Junior Football League (SDJFL) must follow the league's matchday guidelines to ensure a safe, respectful, and consistent playing environment for all.

Matchday Requirements

- **Respect Barriers:**
Respect barriers must be set up on one side of the pitch to separate spectators from players and coaches. This is mandatory and helps promote positive sideline behaviour.
- **Player Handshakes:**
A pre-match or post-match handshake between players and coaches is expected and encouraged. This reinforces the FA Respect values and sportsmanship.
- **Team Areas:**
Coaches and substitutes should remain within a clearly designated technical area during the match. Coaching from the opposite side of the pitch is not permitted.
- **Respect for Officials:**
All decisions made by referees must be accepted without argument. Any issues must be addressed after the match through the proper channels (via the Club Secretary or league processes).
- **Matchday Admin:**
 - Team sheets may be required depending on age group or competition.
 - Match results and sportsmanship marks must be submitted promptly on FA Full-Time (where applicable).
- **Spectator Conduct:**
Parents and supporters are expected to adhere to the FA Respect Code. Any inappropriate behaviour can lead to league sanctions against the team or individuals involved.

6. Additional Information

6.1. Parent Meetings

Each team should hold at least one parent meeting per year. Topics to cover:

- FA Respect principles.
- Training and match arrangements.
- Team selection and equal playing time policy.
- Communication processes (e.g., cancellations).
- Parental involvement (e.g., equipment setup, running the line, social events).
- Fundraising opportunities

6.2. Events/Trophies

- **Presentation Nights for younger age groups:** Where possible will be held at the SMH Group Stadium in May for all players and families. Tickets sold in spring. (usual cost £10 per person)
- **Presentation Nights for Under 10s Upwards:** These can be held at the SMH Group Stadium but will need to be arranged by the clubs wanting to use these facilities. It is encouraged that teams arrange these early due to availability of the stadium facilities. Alternatively teams can arrange their own presentation nights at a venue of their choice.
- CJB do not put any money towards presentation nights and money to cover costs should be raised by the sale of tickets to the event or via team fund raising events
- **Trophies:** Each player (as long as registered and subs paid) will receive a participation trophy at the end of each season. CJB will also cover up to 4 special trophies at the end of each season. Names of these trophies can be changed but usually are:
 - Managers Player of the Season
 - Players Player of the Season
 - Parents Player of the Season
 - Most Improved Player/Coaches Player/Special Recognition Award
- **Other Events:** Teams may organise their own events like Christmas parties at their own cost.
- **Other Trophies:** Teams may order additional trophies at their own cost.

6.3. Coach Qualification and Development

At our club, we're committed to supporting the growth and development of every coach. Whether you're just starting out or looking to progress further, we'll help you access the training, qualifications, and resources you need to succeed. Below is an overview of the support available to you through the club and wider football network.

6.3.1. Funded Courses

100% funded:

- Introduction to Coaching Football (replaces FA Level 1) – **All coaches must complete this**
- Disclosure and Barring Service – **All Coaches must have a valid DBS**
- First Aid
- Safeguarding Children

50% funded:

- UEFA C Diploma (formerly Level 2 / UEFA C Licence)

All courses are linked on the club [website](#)

If you wish to complete a course not listed above that carries a cost, please speak to the committee in advance. All applications will be considered on a case-by-case basis, and the committee will confirm their decision along with the reasons behind it.

6.3.2. Further Development

To support the growth, confidence, and quality of coaching across the club, we encourage all coaches to engage with the FA's official learning platform: [The FA Boot Room](#). This provides access to up-to-date courses, webinars, and continuous professional development (CPD) resources tailored to different coaching pathways and needs. The Boot Room offers structured learning opportunities covering key topics such as safeguarding, disability football, futsal, psychology, and player development, helping you stay informed, inspired, and equipped to deliver the best possible experience to players.

- **UEFA C Diploma** (formerly Level 2 / UEFA C Licence)
- **National Goalkeeping Course** (Level 1 in Goalkeeper Coaching)
- **Disability Football Courses** – *Introduction to Coaching Disabled Footballers* and *Coaching Disabled Footballers*
- **Futsal Coaching** – foundational to advanced futsal courses
- **Safeguarding & Welfare Officer Training** – available under Safeguarding category

Continued Professional Development (CPD): Topics (Psychology, Developing Skilled Players, Inclusivity, Parent Engagement)

These are now delivered via ongoing learning modules and webinar series under FA's "Ongoing Learning" or "Hot Topics" streams (e.g., *How to support psychological development, practice design webinars*)

6.4. Use of VEO Cameras – Club Guidelines & Best Practice

The club is proud to have access to two VEO cameras, along with the associated online platform, to support player and coach development through high-quality match and training footage. These tools offer valuable opportunities for reflection, learning, and feedback across all age groups.

Usage Guidelines:

- **U7 to U10:**
VEO cameras may only be used during friendly matches. They must not be used at Soccer Centre fixtures due to safeguarding and league restrictions.
- **U11 and above:**
VEO cameras may be used for home games only, and only with prior consent from all team coaches involved. This ensures alignment with safeguarding standards and respect for all players' welfare.
- **Safeguarding Considerations:**
Gaining permission from all coaches is essential before filming. This is to maintain a safe and transparent environment for all players. If a coach or team does not give permission, filming must not go ahead.

- **Sharing Footage:**

With mutual agreement, access can also be granted to opposition teams. This is encouraged where appropriate, to support wider learning and collaboration across clubs.

Benefits of VEO:

- **For Players:**

- Helps visualise areas of strength and improvement.
- Builds game awareness and decision-making skills.
- Encourages self-reflection and individual development.

- **For Coaches:**

- Enables detailed performance analysis.
- Supports individual and team coaching conversations.
- Aids in planning future sessions and strategies based on match review.

All footage should be used with professionalism, purpose, and care. The cameras are a valuable development resource and should be used to enhance the experience for players, not to critique or place unnecessary pressure.

If you are unsure about using VEO or require access to the platform, please speak to a committee member.

6.5. Complaints or Suggestions

The club is committed to providing a safe, respectful, and enjoyable environment for all members. We welcome feedback, whether it is a complaint or a suggestion, to help us continually improve.

6.5.1. Complaints or Suggestions Procedure:

- If you have a general complaint, please direct it to the **Club Secretary**.
- If you have a suggestion relating specifically to Mini Soccer or Development Soccer, please contact the respective **Mini Soccer Lead** or **Development Soccer Lead**.
- Complaints or suggestions can be submitted by letter, email or text (please be mindful of time you are sending messages)
- Upon receipt, the relevant person will acknowledge your correspondence promptly and ensure the matter is reviewed fairly and confidentially.
- You may be contacted for further information or clarification as part of the process.
- We aim to respond to all complaints within **7 Days**.

6.5.2. Child Welfare Concerns

- Any concerns relating to the welfare, safety, or wellbeing of a child must be reported **immediately** and **directly** to the **Club Welfare Officer**.
- If necessary, concerns can also be escalated to the **Derbyshire County FA Welfare Officer** or the **Sheffield & Hallamshire County FA Welfare Officer**.
- The club takes all child welfare concerns very seriously and will act in accordance with safeguarding policies to protect the child and support those involved.
- Confidentiality will be maintained wherever possible, and support will be provided throughout the process.

6.5.3. Important Notes

- Complaints will be handled with discretion, fairness, and without fear of recrimination.
- We encourage members to raise issues early to enable prompt resolution.

- If you are unsure whom to contact or require assistance, please reach out to the Club Secretary, Welfare Officer or Committee Member for guidance.

By following this procedure, we ensure that all concerns are addressed appropriately, promoting a positive environment for everyone involved in the club.

6.6. Contact Information

- Website: <https://cjbfc.uk/>
- Email: secretary@cjbfc.uk
- Email: chairman@cjbfc.uk
- Email: media@cjbfc.co.uk