



Complaints Policy and Procedure

Our aim:

PLAY SPORT FC is committed to providing a quality service for its volunteer and working in an open and accountable way that builds the trust and respect of all our member, players, partners and the wider community. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, players, partners, the local community and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- ☐ making a complaint is as easy as possible;
- ☐ we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- ☐ we deal with it promptly, politely and, when appropriate, confidentially;
- ☐ we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- ☐ we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- ☐ resolve informal concerns quickly;
- ☐ keep matters low-key;
- ☐ enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

PLAY SPORT FC responsibility will be to:

- ☐ acknowledge the formal complaint in writing;
- ☐ respond within a stated period of time;
- ☐ deal reasonably and sensitively with the complaint;
- ☐ take action where appropriate.

A complainant's responsibility is to:

- ☐ bring their complaint, in writing, to PLAY SPORT's attention as soon as is practically possible.
- ☐ raise concerns promptly and directly with a member of the committee at PLAY SPORT
- ☐ explain the problem as clearly and as fully as possible, including any action taken to date;
- ☐ allow PLAY SPORT a reasonable time to deal with the matter;

Responsibility for Action: All officials at PLAY SPORT

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and PLAY SPORT maintain confidentiality. However the circumstances

giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Committee members of PLAY SPORT FC will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with PLAY SPORT'S Privacy Policy.

Formal Complaints Procedure

Stage 1

Complaints can be made via email and sent to info@playsportfc.co.uk. The chairman will then act on the complaint given and rectify it there and then. If your complaint requires urgent attention, you can telephone by calling 07793781207 and talking to a member of staff. If an official does not answer the phone, please leave a message and we will return the call.

If you are unable to resolve the issue, you should write to the official who dealt with you, so that he or she has a chance to put things right. If your complaint concerns a committee member, rather than a coach/manager, you should write formally to the clubs chairman. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 2 working days of receipt. You should get a response and an explanation within 5 working days.

Our contact details can be found on the contact page of www.playsportuk.com/play-sport-fc

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to PLAY SPORT FC's secretary and ask for your complaint and the response to be reviewed. You can expect the secretary to acknowledge your request within 2 working days of receipt and a response within 5 working days.

PLAY SPORT FC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from PLAY SPORT FC's secretary, then you have the option of writing to the Chairman stating the reason why you are dissatisfied with the outcome. Our contact details can be found on www.playsportuk.com/play-sport-fc. You must do this within 10 days of receiving the written response from PLAY SPORT FC's chairman.

COMPLAINTS FORM



Complainant Details

Full name		Date of birth	
Address			
		Post code	
Home telephone number		Mobile telephone number	
Email Address			

What role best describes you? ()

Coach	Parent	Volunteer of an affiliated body	Player	Spectator	Other (Please specify below)
Other					

What is your complaint related to? ()

Staff Member	Volunteer (Individual)	Voluntary body (Club/League)	FA Regulation and/or policy	Regulation and/or policy	Other (Please specify below)

Details of other person(s) or organisations involved in this complaint (i.e. what the complaint is about and who it concerns)

Name	
Organisation	
Position	

Details of complaint

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Details of what action you expect to be taken

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For Office use only

Complaint received by		Date received	
Action taken or required			
	Date action completed		
Signature			