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|  | <p align="center"><b>Swinton Football Club</b><br/>Charter Standard Management System</p> | <p><b>Document Number:</b><br/>SFC/M.A/K.P_2.3.6<br/>Page 1 of 4</p> |
|   | <p><b>Document:</b><br/><br/><b>Complaints Procedures</b></p>                             | <p><b>Revision Date:</b><br/>29<sup>th</sup> October 2015</p>        |

## **Complaints Policy of Swinton FC**

Swinton Football Club is committed to creating and maintaining the safest possible environment for children and young people to practice Youth Football and views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or person's that have made the complaint.

This policy applies to all children irrespective of their age, culture, ability, gender, sexual identity, language, racial origin or religious belief.

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Swinton FC knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Swinton FC or any of its associated members.

### **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Swinton FC, including but not restricted to Leagues, Manchester County FA, other Clubs, parents, players and coaches.

A complaint can be received verbally, by phone, by email or in writing.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

|   |   |  |
|---|---|--|
|  | <p align="center"><b>Swinton Football Club</b><br/>Charter Standard Management System</p> | <p><b>Document Number:</b><br/>SFC/M.A/K.P_2.3.6<br/>Page 2 of 4</p> |
|   | <p><b>Document:</b><br/><br/><b>Complaints Procedures</b></p>                             | <p><b>Revision Date:</b><br/>29<sup>th</sup> October 2015</p>        |

### Responsibility

Overall responsibility for this policy and its implementation lies with the Club's Management Committee

### Review

This policy is reviewed regularly and updated as required.

## Complaints Procedure of Swinton FC

### Publicised Contact Details for Complaints:

Written complaints may be sent to Swinton FC at Swinton FC or by e-mail to [contact@swintonfootballclub.co.uk](mailto:contact@swintonfootballclub.co.uk).

Verbal complaints may be made in person to any of Swinton FC volunteers or Committee Members at Swinton FC Barton Road Swinton M27 5LJ.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to Swinton FC (for example: parent, player, coach, etc).
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

|   |   |  |
|---|---|--|
|  | <p align="center"><b>Swinton Football Club</b><br/>Charter Standard Management System</p> | <p><b>Document Number:</b><br/>SFC/M.A/K.P_2.3.6<br/>Page 3 of 4</p> |
|   | <p><b>Document:</b><br/><br/><b>Complaints Procedures</b></p>                             | <p><b>Revision Date:</b><br/>29<sup>th</sup> October 2015</p>        |

## Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Christopher Lee Club Secretary within 7 days.

On receiving the complaint, it shall be recorded in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 48 hours. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 10 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can refer their complaint to Manchester County FA.

The Chief Executive Officer  
Manchester County FA  
The Academy Building  
Platt Lane Complex  
Yew Tree Road  
Fallowfield M14 7UU

Tel: 0161 225 1966

Email: [info@manchesterfa.com](mailto:info@manchesterfa.com)

|   |   |  |
|---|---|--|
|  | <p align="center"><b>Swinton Football Club</b><br/>Charter Standard Management System</p> | <p><b>Document Number:</b><br/>SFC/M.A/K.P_2.3.6<br/>Page 4 of 4</p> |
|   | <p><b>Document:</b><br/><br/><b>Complaints Procedures</b></p>                             | <p><b>Revision Date:</b><br/>29<sup>th</sup> October 2015</p>        |

### **Stage Three**

The third stage allows the complainant to refer their problem to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations  
The Football Association  
Wembley Stadium  
PO Box 1966  
London SW1P 9EQ

Tel: (0) 800 389 0699 (Mon-Fri, 9am-5pm)

The FA will endeavour to contact you within 5 working days of receipt of your complaint.

### **Final Stage**

The final option is for the complainant to refer their complaint to the Independent Football Ombudsman which has a clear remit to receive and adjudicate on complaints from football supporters and participants which have not been resolved by the football authorities.

The Independent Football Ombudsman  
Suite 49  
33 Great George Street  
Leeds LS1 3AJ

Tel: 0800 588 4066

Email: [contact@TheIFO.co.uk](mailto:contact@TheIFO.co.uk)

### **Variation of the Complaints Procedure**

The Executive Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading the complaint resolution.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.