



# Complaints and Grievance Policy

## What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by our staff or others engaged on St Ives Town FC business

Our complaints policy does not cover:

- comments about our policies or policy decisions
- dissatisfaction or complaints expressed with our policies or decisions about individual cases
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

Our standards for handling complaints

- We can receive complaints by downloading our complaints form from our website complete and return by email or post. Alternatively, you can contact the Club secretary and request a copy to be sent by post

We treat all complaints seriously.

- You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- We will treat your complaint in confidence
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address / email address and you can expect to have a full reply within 20 working days. In



a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.

- We will not treat you less favourably than anyone else because of your:
  - o sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
  - o sexual orientation
  - o colour or race: this includes ethnic or national origin or nationality
  - o disability
  - o religious or political beliefs
  - o any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

### Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties include

- family members or friends

Where a third party is helping a complainant with a particular complaint, we will require a written complaint as per above

### **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998,

### **How to complain to us**

If you wish to make a complaint, you can do by downloading a copy of our complaints form and send it via email or letter



If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- telephone (our our Club secretary will help you by writing out your complaint)

Our contact details are in the Contacting Us section on our Club website

### **How we will respond to your complaint**

We have a two-stage service complaints handling procedure, explained above. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

Our Club secretary is responsible for managing the handling of service complaints including notifying you of the outcome.

#### Stage 1

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint we will contact a Director from the Board appropriate to your complaint and ask them to respond to your complaint.

#### Stage 2

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a three Directors of the Board. Your request together with all subsequent correspondence relating to it should be sent to them,

If you are still dissatisfied

If having followed the two internal stages of our service complaints procedure you remain dissatisfied, you can ask to have your complaint reviewed by the Chairman/ Vice Chairman and Club Welfare Officer. Alternatively you can contact a Ombudsman such as Citizens advice service



## Remedies

When we get things wrong we will act to:

- accept responsibility and apologise
- explain what went wrong and why, and
- put things right by making any changes required
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so

The action we take to put matters right (i.e. redress) in response to a service complaint can include any combination of the remedies set out in the list below. The general principle we follow is that complainants should, so far as possible, be put in the position they would have been in, had things not gone wrong.

The remedy applied needs to be proportionate and appropriate to the failure in service, and take into account what redress people seek when they complain. An apology is generally the most appropriate action, but other action may also be necessary in some circumstances.

List of remedies

- A full apology, explaining what happened and/or what went wrong.
- Remedial action, which may include reviewing or changing a decision on the service given to an individual complainant
- Putting things right (for example a change of procedure to prevent future difficulties of a similar kind, either for the complainant or others)
- Training or supervising staff; or a combination of both
- Financial compensation as a last resort. This may only be considered where a proven financial loss has been incurred

## Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data



from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not done so already
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

### **Contacting us**

All complaints and requests for review under our complaints procedure should be sent as follows:

By post to : St Ives Town FC Club Secretary

49 Coldhams Crescent

Huntingdon

Cambs

PE29 1UE

By email: [sitfcsecretary@aol.com](mailto:sitfcsecretary@aol.com)

If you are unable to contact us in writing as above, and require a reasonable adjustment because you are a disabled person, you may contact us as follows:

Telephone: 07951760481

YOU WILL FIND THE COMPLAINTS FORM ALONG SIDE THIS POLICY

St Ives Town FC

Adopted April 2018 April 2021 April 2022 April 2023

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