

Complaints Policy of Chadderton FC Juniors

Chadderton FC Juniors 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 organisation that has made the complaint.

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 the Club 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 the Club or any of its associated members.

Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in the Club, 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.

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.

Adopted on: 9th December, 2015

Last reviewed: 9th December, 2015

Complaints Procedure of Chadderton FC Juniors

Publicised Contact Details for Complaints:

Written complaints may be sent to the Club Secretary at 18 Tandle Hill Road, Royton, Oldham, OL2 5UU or by e-mail to peter@chaddertonfcjuniors.co.uk.

Verbal complaints may be made by phone to 07932 485175 or in person to any of the Club's volunteers or Committee Members.

Receiving Complaints

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

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

- Take the complainant's name and telephone number.
- Note down the relationship of the complainant to the Club (for example: parent, player, coach, etc).
- Tell the complainant that we have a complaints procedure.
- 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.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about and it is important that this person is given the opportunity to resolve the complaint. 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.

The person concerned should discuss the issues with the complainant and attempt to agree a way forward or a solution that suits both parties. The complainant should allow the person concerned sufficient time to investigate or remedy the grievance.

The object of this first stage is to resolve problems quickly and simply with the minimum of formality.

Whether or not the complaint has been resolved, the complaint information should still be passed to the Club Secretary within 3 days. On receiving the complaint, the Club Secretary records it in the complaints log.

Stage Two

If it has not already been resolved informally to the satisfaction of the complainant or they feel that they cannot make an informal complaint direct to the person responsible for the issue being complained about, the complainant should put his grievances in writing to the

Club Secretary explaining their concern(s) and the reason(s) for their continued dissatisfaction.

The Club will 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 3 working days. 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 20 working 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 Three

If the complainant feels that the problem has not been satisfactorily resolved at Stages One and Two, 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

Stage Four

The fourth 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

Variation of the Complaints Procedure

The Management 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.