



Salisbury Football Club

Complaints Policy

Implementation Date:	21 st August 2024
Agreed By:	Salisbury FC Board of Directors
Next Review Date:	20 th August 2025

Salisbury FC Complaints Policy and Procedure

Salisbury Football Club recognises the right of children, young people (under 18s), their parents or carers, and adults at risk to have access to a complaint procedure.

The Club seeks to provide a work environment in which all employees are treated with respect and dignity, free from harassment and all forms of bullying. (Do I need to list them here?)

Employees and volunteers have a duty to cooperate with the Club to make sure that this policy is effective in preventing harassment and bullying. The Club will ensure that all complaints are taken seriously and dealt with swiftly and in confidence.

Club Ethos

At Salisbury Football Club, we aim to do things well. One of the ways in which we can achieve this is by listening to and responding to the views and suggestions of children, parents and carers, adults at risk and other partner organisations.

If you are not happy with something we do, or anything that happens to children taking part in our activities, or anything that is child-related or related to adults at risk, please let us know immediately.

Most complaints can be dealt with at the time of the incident occurring.

Comments and Suggestions

As well as learning from your complaints, we are also interested in your ideas on how we might do things better.

We would also like you to tell us when we do things well. You can make your comments by speaking to any members of our staff by telephone, in writing or by e-mail and we will use your comments to try and help improve the way we do things.

Safeguarding

Complaints regarding poor practice in children's activities or relating to children under 18 or adults at risk relating to any form of discrimination or abuse will be shared with the Club's Safeguarding Officer, John Rayfield.

Children and adults at risk have the right to enjoy activities in a safe and enjoyable environment, free from harm and this is the Club's commitment to them. We encourage parents and carers, children and adults at risk to support each other, as any behaviour that undermines these principles is not acceptable.

Any conduct by a participant that is perceived as offensive, bullying or discriminatory, or has caused harm to a child, should be reported to the Club immediately. We take these incidents seriously and give them our attention as a priority. It is imperative that we take prompt action and investigate the incident.

We also encourage anyone i.e. staff, volunteers or family members who observe such incidents to contact us.

What we need to do better

If you use the Club's complaints procedure, you are agreeing that we can use the personal information you send us for purposes connected to your complaint. This will be stored according to our data protection policy.

Club Standards

Salisbury Football Club aims to handle all complaints fairly and honestly, and with discretion regardless of who makes a complaint. The Club will not show bias to any individual or group.

- We treat all complaints seriously and without prejudice.
- You will be always treated with courtesy and fairness, and we ask that you do the same in return.

- We will treat your complaint with confidentiality and sensitivity within the Club.
- We will deal with your complaint promptly and will endeavour to resolve it at the most appropriate level in order to achieve this.

How to make a Complaint

Step 1:

Most complaints can be resolved promptly at the time of the initial problem. You can make a complaint about any area of our work. Be clear about the problem and be as calm as you can about it. You may need to provide your personal details so that we can get back to you or follow up. In the first instance take prompt action and contact one of the following:

- If the complaint is about general facility maintenance, contact Jim Ayres on 01722 776655 or jimayres@salisburyfc.co.uk
- If the complaint is about a match day issue, contact Tracy Jackson on 07570 793928 or tjacksonpfc@aol.com
- Safeguarding issues should be referred in the first instance, to John Rayfield on 07701 399597 or jrayfield@outlook.com

Step 2:

If you are not satisfied, you have the right to make a formal complaint if you are not happy with the explanation you receive, our action to address the issue or feel that you cannot talk about it, then make your complaint in writing within 10 working days of the incident. Please be clear about the problem and how you feel it should be resolved. Please mark it “Confidential” and send to John Rayfield, Salisbury Football Club, Raymond McEnhill Stadium, Partridge Way, Old Sarum, Salisbury, Wiltshire SP4 6PU or send an email, and mark your email “Complaint” for priority attention, to jrayfield@outlook.com

What we need to know:

- Your name and contact details, such as address, email and phone number
- Details of the activity: what, where and when the incident took place

- Any witness statements and names, including contact details
- Names of any others who have been treated in a similar way or subject to a similar experience
- Details of any former complaints made about the incident: date and to who made
- A preference for a solution to the incident

What we will do:

- We will deal with your complaint as quickly as possible
- We will acknowledge receipt of your complaint within 5 working days
- We will aim to send a full reply within 10 working days of receipt.

If we are unable to respond quickly, because we are carrying out an investigation, we will tell you when you can expect a full reply.

If we require further information or clarification we will contact you, so please give contact details and co-operate with our requests for further information.

If we done something wrong or made a mistake, we will apologise. We will tell you what went wrong and how we are putting it right. If you are not happy with the outcome, then you have the right of appeal. Please see below.

Step 3:

If you have followed the above steps and you remain dissatisfied with the outcome, you may wish to appeal. To do so, contact Salisbury Football Club, Respect Director, Hilary Billimore admin@salisburyfc.co.uk

Please do this within 10 working days of our response. You need to outline the complaint and stages reached so far and the reasons why you are dissatisfied. Your appeal will be investigated by a club official who has not been previously involved in the complaint process and you will receive written notification of the outcome within 10 working days.

Step 4:

If you feel the matter is still not resolved, you can refer your complaint to the FA.

