



COMPLAINTS HANDLING PROCEDURE

Section 1 – Who to contact to make a complaint

Complaints should be made in writing via the “Contact Us” link on our website www.pluckleyfc.co.uk Please provide details of the email address to which we should send our response.

Section 2 – The Process

When a complaint is received, Pluckley FC will:

Acknowledge your complaint in writing within 48 hours of receipt

Advise you of any further information that is required

Advise you if information is required from a third party and seek your written permission to do so.

Indicate to you the timescales involved in resolving your complaint.

Section 3– Complaints and Social Media

Pluckley FC will not acknowledge or accept a formal complaint via any form of social media. We monitor effectively all our social media accounts and wherever possible we will try and identify your contact details to ensure we address any observations or concerns expressed. All responses will be made either via direct message (DM) or via email or phone. Pluckley FC reserves the right to communicate with you via social media to direct you to our website where the Complaints Procedure is published.



Section 4 –Recording verbal complaints

Upon receiving a verbal complaint, Pluckley FC will advise the Complainant of the Complaints Procedure and then either refer the Complainant to the Complaints Procedure on the website or will send the Complainant a copy via email or in the post. If the Complainant is unable to put the complaint in writing, arrangements will be made to obtain details of the complaint verbally and minutes of the discussion will be sent to the Complainant to sign. Complaints received by Pluckley FC, either over telephone or in person, will always be documented and a written record will always be taken. A 'complaints log' is maintained which details all action taken and the timescales involved.

Section 5 – Complaint resolution

Stage 1 – Internal Resolution

In many cases, a Complaint may best be resolved by the person who is responsible for the 'issue' being complained about. The Club's Welfare Officer will, in the first instance, seek to act within 7 days and liaise with both parties in order to seek a swift resolution. Pluckley FC, will only do this in cases where it is deemed to be possible and appropriate.

If the matter cannot be resolved by internal resolution, Pluckley FC, will progress the matter to Stage 2.

If the complaint relates specifically to a third person and/or entity (Pluckley FC, Employee, Club, League, Volunteer), they will be informed and given a fair and transparent opportunity to respond in writing with their account. This will be done before progressing to Stage 2.

Stage 2 – Investigation of a complaint

The Club Welfare Officer will upon receipt of all information, notify the Club's Committee in order that the complaint can be correctly investigated. The Club Welfare Officer will retain responsibility for addressing the complaint, and updating the Club's Committee on their progress throughout.

If the timescales need to be extended, it is only the Club's Welfare Officer, or nominated deputy, who can write to the Complainant to advise them of the revised timescales.

Pluckley F.C.

www.pluckleyfc.co.uk



Pluckley FC, strives to resolve all complaints with 14 working days of receipt. Where this is not feasible (i.e. due to the depth of the investigation required), the Complainant will be provided with an update on the progress made and will be given an indication as to when a full reply is expected to be issued.

The reply to the Complainant will include:

a summary of the investigation undertaken,

the findings of those investigations,

the conclusions of the panel, and any action taken as a result of the complaint. Details of the Escalation Procedure will be provided at this stage.

Stage 3 – Escalation Procedure

If the Complainant feels that the problem has not been satisfactorily resolved they can refer their complaint to The Kent FA which is the governing body for the game in the county of Kent and is primarily responsible for all regulatory aspects of the game.

Section 7 – Amendments and/or variations to the Pluckley Football Club Complaints Procedure

The Committee of Pluckley Football Club reserves the right to vary this policy in line with guidance provided by the Kent FA.