



# Warmley Rangers FC Complaints Policy and Procedure



## Complaints Policy

Warmley Rangers 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 Warmley Rangers 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 Warmley Rangers FC, its associated members or Clubhouse.

## Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Warmley Rangers FC, including but not restricted to Leagues, Gloucestershire County FA, other Clubs, parents, players, coaches and members of the surrounding community.

A complaint can be received verbally, by email or in writing from members of WRFC but must be made in writing either in letter or email from external parties.

## 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.

## Complaints Procedure of Warmley Rangers FC

Here follows the procedure for dealing with complaints raised to the management committee.

### Publicised Contact Details for Complaints:

Written complaints may be sent to WRFC by e-mail to:

enquiries@warmleyrangers.com

Verbal complaints may be made in person to any of Warmley Rangers FC volunteers or Committee Members at Warmley Rangers FC, High Street, Oldland Common, Bristol BS30 9TL.

### 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 in person need to be recorded.

The person who receives a complaint 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 Warmley Rangers 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

### 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 Ross Langridge, 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 complaint's 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 and in the complaint is in regards to issues related to the operation of the club and its relationship with the community, they can contact our landlord the Wellsway Trust who have their own complaints policy and procedure.

If the complainant feels that the problem has not been satisfactorily resolved at Stage One and in the complaint is related to its members club license and its relationship with the community, they can contact our South Gloucestershire council who have their own complaints policy and procedure.

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

GLOUCESTERSHIRE FA

CEO: David Neale

Address: Oaklands Park, Almondsbury, Bristol, BS32 4AG

Tel: 01454 615 888

Website: [www.gloucestershirefa.com](http://www.gloucestershirefa.com)

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

Chairperson: Roger Burden

### **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.

