



STEVENAGE FOOTBALL CLUB

Complaints Policy

#WEARESTEVENAGE



Complaints Policy

EXTERNAL

Date of Last Review	1 st March 2023
Review Undertaken By	Mike Pink - Chief Executive Officer (CEO)
Policy Overview	
Our Complaints Policy aims to provide all Club's supporters, customers and staff with clear guidelines for the Club to receive feedback on its services and the processes that should be followed when anyone accessing a service wishes to raise a complaint.	
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Appendices	
<ul style="list-style-type: none">• None	
Referenced Policies	
<ul style="list-style-type: none">• Disciplinary Policy• Whistleblowing Policy• Grievance Policy• Safeguarding Children Policy• Safeguarding Vulnerable Adults Policy	

1. Overview

The Complaints Policy & Procedure aims to provide all Club's supporters, customers and staff with clear guidelines for the Club to receive feedback on its services and the processes that should be followed when anyone accessing a service wishes to raise a complaint.

2. Introduction

Stevenage FC is committed to providing high-quality customer services. We value all feedback and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. This policy describes our feedback procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

3. Our Service Ethos

Stevenage FC aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of the Club's activities. The Club works hard to ensure that a high level of customer service is provided by all of our employees at all times.

4. What Is A Complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. The Club 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.

5. Where Complaints Come From

Complaints may come from supporters, customers or any other service users/individuals that may have an involvement with Stevenage FC. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, which should follow the **Whistleblowing** or **Grievance Policies** if necessary.

6. Confidentiality & Personal Information

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Please note that details of all complaints are recorded and stored in line with Club's data retention procedures. If you use this complaints procedure you are agreeing that we can use personal information you send us for purposes connected solely to your complaint.

7. Safeguarding

Complaints regarding poor practice in children's activities or relating to children (under 18s) or adults at risk relating to any form of discrimination or abuse will be shared with the Club's Designated Safeguarding Officer and will follow the **Club's Safeguarding Children & Adults at Risk Policies**.

8. How Do I Complain?

Complaints can be made:

- In writing to Molly Bryant – Head of Ticketing & Retail – Supporter Services
 - Stevenage FC, The Lamex Stadium, Broadhall Way, Stevenage, Hertfordshire, SG2 8RH
- Via email to Molly Bryant – Head of Ticketing & Retail – Supporter Services
 - mollyb@stevenagefc.com

It is usually easier for the Club to resolve complaints if you make them quickly and directly to the service concerned or alternatively via the outlined means.

9. How Long Do I Have to Make A Complaint?

Normally, you must make your complaint within three months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 6 months after the event.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why and contact our Chief Executive, at Stevenage FC, The Lamex Stadium, Broadhall Way, Stevenage, Hertfordshire, SG2 8RH

10. Complaints Procedure

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. In the first instance, take prompt action:

- Talk directly with the Department Lead about your concerns within the Club: 01438 223223 or info@stevenagefc.com
- Be clear about the problem and be as calm as you can about it.

If the Department Lead is unable to resolve your complaint, it may be referred to the next level. You may need to provide your personal details so that we can get back to you or follow up.

Academy Players and Parents/Guardians

- Any complaints or experiences of negative behaviour will be discussed with the child's parents or guardians.
- Parents will be consulted on action to be taken
- Information and advice on coping with the circumstance will be made available
- Support will be offered to parents, including information from other agencies or support lines

Useful Contacts

Internal

Academy Welfare Officer – **Robyn Reardon: robynr@stevenagefc.com**

Academy Designated Safeguarding Officer – **Grace Brooks: graceb@stevenagefc.com**

Club Safeguarding Officer – **James Cameron: jamesc@stevenagefc.com**

Senior Safeguarding Manager – **Mike Pink: mikep@stevenagefc.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 ten 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:

Ms Molly Bryant, Head of Ticketing & Retail – Supporter Services, Stevenage FC, The Lamex Stadium, Broadhall Way, Stevenage, Hertfordshire, SG2 8RH.

Or send an email and mark your email 'complaint' for priority attention – mollyb@stevenagefc.com

What We Need to Know:

- Your name and contact details, such as address, email, and phone number.
- Details of the activity: what, when and where 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 we can.
- We will acknowledge receipt of your complaint within five working days,
- We will aim to send a full reply within ten working days of receipt.

If we are unable to respond quickly, for example, 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 contacts details and co-operate with our requests for information.

If we have 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 – see below.

Step 3 - Appeals

If you have followed the above steps and you remain dissatisfied with the outcome, you may appeal the outcome:

Contact the Clubs CEO: Alex Tunbridge
The Lamex Stadium
Broadhall Way
Stevenage
Hertfordshire
SG2 8RH

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 representative from the Club's Senior Management, 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 and EFL.

11 - Implementation & Enforcement

- The Chief Executive, senior managers and line managers are responsible for the promotion and maintenance of this policy by their staff. The Chief Executive is responsible for monitoring and reviewing the operation of this policy.
- Employees are expected to comply with all elements of this policy. Employees not complying with the Holiday Policy may be subject to the Club's Disciplinary Procedures as outlined in its **Disciplinary Policy**.