

West Riding FA

COMPLAINTS PROCEDURE



Before making a complaint to West Riding FA about a participant, representative of the West Riding FA or any process, regulation or policy, it is important that you have already made a formal complaint to the relevant individual or organisation and they have been given the opportunity to deal with your complaint via their own complaints procedures.

If you remain unsatisfied with their response and/or the outcome, you can then make a formal complaint to West Riding FA by following our **Official Complaints Procedure** as detailed below.

Section 1 – Who to contact to make a complaint

Complaints should be made in writing and sent to Diane Horne (Business Support Officer) via email diane.horne@westridingfa.com or post to West Riding FA, Fleet Lane, Woodlesford, Leeds, LS268NX. If you wish to make us aware verbally of your intentions to make a complaint or are seeking clarity on the process, you can contact Diane Horne on 0113 2821222 Option 1. If the Business Support Officer has a conflict of interest (perceived or otherwise), the complaint should be forwarded to the Jo de Tute, Joanne.deTute@westridingfa.com.

Section 2 – Documentation required

Complaints will be accepted in written form or via post. To make the process easier, and to ensure that all complaints are dealt with in a timely manner, a 'West Riding FA - Complaints Form' is available for download from the West Riding FA website at www.westridingfa.com.

Section 3 – The Process

When a complaint is received, West Riding FA will:

- Acknowledge your complaint in writing within 48 hours of receipt
- Advise you of any further information that is required or ask you to complete the 'West Riding - Complaints Form', if not already completed.
- 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 4 – Use Social Media to complain?

- West Riding FA 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. West Riding FA reserves the right to communicate with you via social media to direct you to our website where the Complaints Procedure is published.

Section 5 – Recording verbal complaints

Upon receiving a verbal complaint, The West Riding FA 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 the West Riding FA Team, 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 6 – 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 Business Support Officer will, in the first instance, seek to act within 7 days and liaise with both parties in order to seek a swift resolution. West Riding FA will only do this in cases where it is deemed to be possible and appropriate.

If the matter cannot be resolved by internal resolution, West Riding FA will progress the matter to Stage 2.

If the complaint relates specifically to a third person and/or entity (West Riding FA 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

The Business Support Officer will, upon receipt of all information, form a 'Complaints Working Group' (CWG) with a minimum of 3 members. The Business Support Officer may be a panel member and/or Chair or may choose, at their discretion, to delegate full responsibility to the panel that will be responsible for appointing a Chair and addressing the complaint, updating Business Support Officer on their progress throughout.

If the Business Support Officer does not Chair the panel, the CWG Chair will write to the Complainant with the result and outcome of the complaint and will keep the Business Support Officer informed of the progress in order to ensure the complaint is resolved in the timescales issued to Complainant when the complaint was initially received. If the timescales need to be extended, it is only the Business Support Officer, or nominated deputy, who can write to the Complainant to advise them of the revised timescales.

West Riding FA 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 (1)

If the Complainant feels that the problem has not been satisfactorily resolved in line with Stage 1 or Stage 2, they can refer their complaint to Hannah Simpson (Chief Executive Officer) via email to Hannah.simpson@westridingfa.com or by post to West Riding FA, Fleet Lane, Woodlesford, Leeds, LS268NX.

Stage 4 – Escalation Procedure (2)

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1, Stage 2 or Stage 3, they can refer their complaint 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 (Monday –Friday, 9am – 5pm)

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
Suit 49
33 Great George Street
Leeds
LS1 3AJ
Tel: 0800 5884066
Email: contact@TheIFO.co.uk

Section 7 – Amendments and/or variations to the West Riding FA Complaints Procedure

The West Riding FA Directors reserve the right to vary the procedure for good reason.