



1. EXTERNAL COMPLAINTS PROCEDURE

1.1 The policy of Lancashire FA is to deal with all customer complaints fairly.

1.2 We aim to adhere to the following:

- We will make it easy for customers to contact us with comments and improvement suggestions. Simply inform them to contact us via one of the numerous methods where their comments will be acknowledged
- If a customer has a complaint, you must inform them to telephone us in the first instance on 01772 624000 (Reception) in an attempt to informally resolve the complaint. Following this initial conversation they may then be requested to set out the complaint in writing to the Chief Executive and we will do whatever we can to resolve the problem
- If a customer wishes to write their complaint, please ask them to detail why they are unhappy and obtain all their contact details including their name, address, contact telephone number and email address. Inform them we will endeavour provide a response within 7 working days
- If more time is required to resolve the matter we must acknowledge said letter within 72 hours, clearly explain why the process may take longer and tell the customer when to expect a full response
- If the customer prefers to write regarding any comment or complaint about our procedures and practices in relation to customer issues and whether we are meeting these, can be addressed to the Chief Executive, who can be contacted at:

Address:

Lancashire FA Ltd
The County Ground
Thurston Road
Leyland
Lancashire PR25 2LF

Telephone: 01772 624000

Fax: 01772 624700

Email: secretary@lancashirefa.com

- All complaints are recorded in a file which will include details about the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded
- Complaints will be acknowledged in writing to the complainant, confirming that it is being dealt with in accordance with our complaints policy
- We undertake to investigate any complaint properly and fairly
- We will endeavor to respond in writing to all complaints within seven working days from the date of receipt where possible. If this timescale is not achievable, we will set out in writing the reasons for this along with the likely timescales to provide a response.
- Where we find that any work is required or action needed to resolve the complaint, then the work or action will be undertaken in the shortest possible time.