



## **Manchester FA (MFA) Official Complaints Procedure**

**Before making a complaint to MFA about a Club, League and or an individual within a Club or League it is important that you have already made a formal complaint to the relevant person at the Club/League and that they have been given the opportunity to deal with your complaint via their own complaints procedures.**

**If you have not done this we will refer you back to the appropriate person in the Club/League. If you are not satisfied with their response you can then make a formal complaint to MFA by following our official Complaints Procedure as detailed below.**

### **Section 1 - Who to contact to make a complaint?**

Complaints may be made and sent in writing to Paul Roots (Business Operations Manager) via email [Paul.Roots@ManchesterFA.com](mailto:Paul.Roots@ManchesterFA.com) or by post to Manchester FA, Platt Lane Complex, Yew Tree Road, Fallowfield, M14 7UU.

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 Paul Roots on 0161 225 1966.

### **Section 2 - Do I need to complete a form to make a complaint?**

Complaints will be accepted in written form via post or email. MFA does however reserve the right to ask you to complete our 'MFA Complaints Form'. Therefore, in order to help us to resolve the complaint in a timely manner for all parties concerned we would ask that you download the 'MFA Complaints Form' from our website or contact a member of our team on 0161 225 1966 and they will email you a copy.

### **Section 3 - When receiving complaints we will:**

- Acknowledge your complaint in writing within 48 hours of receipt.
- Advise you of any further information that we may require or ask you to complete our 'MFA Complaints Form', if not already completed.
- Advise you if we require information from a third party and seek your written agreement to do so.
- Indicate to you the timescales involved in resolving your complaint.

### **Section 4 - Can I use social media to complain?**

- No – Manchester 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. Manchester FA do reserve the right to use social media to communicate with you and direct you to our website where we will publish our complaints procedures.

### **Section 5 - How will our team record complaints?**

Complaints received by our team either over the telephone or in person at our County FA offices will be documented and a written record taken.

Upon receiving the initial complaint, Manchester FA will:

- Advise the Complainant that we have a Complaints Procedure and then either refer the Complainant to where the procedures can be found or we will send you a copy via email.

- If the Complainant requires the full details of the complaint to be taken immediately, then Manchester FA will:
  - Note who the Complainant is and their relationship to MFA, (Club, League, Volunteer or Employee).
  - Write down the key facts of the complaint and any actions taken to date to address the complaint.
  - Take the Complainant's contact details including, name, address and telephone number and email address.
  - Email Manchester FA's Business Operations Manager, providing the details of the complaint received. If the complaint is against the Business Operations Manager, then the team member will refer the matter to the Head of Participation & Development who will assume the responsibility of the Business Operations Manager throughout the procedure.
  - The Business Operations Manager will then acknowledge receipt of the complaint within 48 hours in accordance with Section 3 above.

## **Section 6 - How will we resolve complaints?**

### **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 Operations Manager will in the first instance seek to act within 7 days and liaise with both parties in order to seek a swift resolution. Manchester FA will only do this in cases where they deem this may be possible and appropriate.

If the matter cannot be resolved by internal resolution then Manchester FA will progress the complaint to Stage 2.

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

### **Stage 2**

The Business Operations Manager will upon provision of all information form a 'Complaints Working Group' (CWG) with a minimum of three members one of whom will act as Chair. The Business Operations Manager 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 Operations Manager on progress throughout.

If the Business Operations Manager 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 Operations Manager informed of the progress in order to ensure the complaint is resolved in the timescales indicated at the initial receipt of the complaint. If the initial timeframe needs to be extended it is only the Business Operations Manager who can write to the Complainant to advise them of the revised timescales.

Ideally, a Complainant should receive a definitive reply within 14 working days. If this is not possible because for example, an investigation has not been fully completed, the Complainant will be provided with an update on the progress made and an indication as to when a full reply will be given.

The reply to the Complainant will describe the investigations undertaken, the findings of those investigations, the conclusions of the panel and any action taken as a result of the complaint together with any options to appeal or progress to a further stage.

### **Stage 3**

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1 or Stage 2, they can refer their complaint to Colin Bridgford (Chief Executive Officer) via email [Colin.Bridgford@ManchesterFA.com](mailto:Colin.Bridgford@ManchesterFA.com) or by post to Manchester FA, Platt Lane Complex, Yew Tree Road, Fallowfield, M14 7UU.

### **Stage 4**

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 (Mon-Fri, 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  
Suite 49  
33 Great George Street  
Leeds LS1 3AJ  
Tel: 0800 588 4066  
Email: [contact@TheIFO.co.uk](mailto:contact@TheIFO.co.uk)

## **Section 7 - Amendments and or variations to our MFA Complaints Procedure.**

The Executive Management Team, through the approval of both the Chief Executive Officer and Head of Business Operations Manager, do have the option to vary the procedure for good reason. This may be required for examples such as avoiding conflict of interest and also media provisions and communication.

## **Section 8 - Evaluating our Complaints Process**

It is important that internally we review our processes and the Complaint Processes and Procedures together with monthly updates will be provided to our Regulations Strategy Group (RSG) which has Executive Director Board representation.

- We will ensure we review our processes formally every six months.
- We will ensure we communicate to the RSG the number of complaints received and seek to understand areas of the business that have been changed or require change.
- We will ensure that we meet the timescales initially indicated to meet and resolve complaints however where this is not possible we will ensure that the Complainant is kept informed of our progress.