**Northants FA**

**CUSTOMER COMPLAINTS FORM**

**Complainant Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Full Name: |  | | |
| Address: |  | Post code |  |
| Contact Number: |  | | |
| Email Address: |  | | |
| Date of Complaint: |  | | |

**What role best describes you? (✓)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Coach** | **Parent** | **Committee Member** | **Player** | **Spectator** | **Other (Please specify below)** |
|  |  |  |  |  |  |
| **Other** | | | | | |

**What is your complaint related to? (✓)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NFA Staff Member** | **Volunteer (Individual)** | **Voluntary Body (Club / League)** | **FA Regulation and/or policy** | **MFA Regulation and/or policy** | **Other (Please specify below)** |
|  |  |  |  |  |  |

**Details of other person(s) or organisations involved in this complaint (i.e. what is the complaint and who does it concern)**

|  |  |
| --- | --- |
| Name: |  |
| Organisation: |  |
| Position: |  |

|  |
| --- |
| **Details of the complaint:** |
|  |
| **Details of actions that you have already taken to address the complaint:** |
|  |