



Complaints Policy and Procedure

Our aim:

Dorset Football Association is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders, customers, partners and the wider community. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers, partners, the local community and stakeholders, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Dorset Football Association responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Dorset FA's attention as soon as is practically possible;
- raise concerns promptly and directly with a member of staff at Dorset FA;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Dorset FA a reasonable time to deal with the matter;

Responsibility for Action: All Staff at Dorset FA

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Dorset FA maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain. Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Board members of Dorset FA will receive annually an anonymised report of complaints made and their resolution and complaints will be dealt with in accordance with Dorset FA's Privacy Policy.

Formal Complaints Procedure

Stage 1

Complaints can be made via email and sent to support@dorsetfa.com. The members of staff on duty will then act on the complaint given and rectify it there and then. If your complaint requires urgent attention, you can telephone by calling 01202 682375 and talking to a member of staff. If a member of staff does not answer the phone, please leave a message and we will return the call.

Our contact details can be found on the contact page of Dorset FA website - <https://www.dorsetfa.com/about/board-and-staff>

Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to Dorset FA's Development Manager and ask for your complaint and the response to be reviewed. You can expect the Development Manager to acknowledge your request within 2 working days of receipt and a response within 5 working days.

Dorset FA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from Dorset FA's Operations Manager, then you have the option of writing to the Chief Executive Officer (Roger.Vaughan@Dorsetfa.com) stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response.