



Customer Complaints Policy 2026

1. Purpose

This policy outlines how the organisation manages, responds to, and learns from customer complaints. Its purpose is to ensure complaints are handled fairly, promptly, and transparently, and that they contribute to continuous improvement.

2. Scope

This policy applies to:

- All customers, service users, and stakeholders who wish to raise a complaint
- All employees, contractors, and representatives of the organisation
- All services delivered directly or on behalf of the organisation

3. Definition of a Complaint

A complaint is defined as:

Any expression of dissatisfaction, whether written or verbal, about the organisation's services, decisions, staff behaviour, or how a concern has been handled, which requires a response.

4. Principles

The organisation is committed to:

- **Accessibility** – Complaints can be made via phone, email, letter, or in person.
- **Fairness** – All complaints will be reviewed impartially.
- **Timeliness** – Complaints will be acknowledged and responded to within clear timescales.
- **Confidentiality** – Personal information will be handled in line with data protection laws.
- **Learning** – Themes and outcomes will inform service improvements.
- **No detriment** – Customers will not be disadvantaged for raising a complaint.

5. How to Make a Complaint

Customers can submit complaints through the following channels:

- **Email:** info@herefordshirefa.com
- **Telephone:** 01432 342179
- **In writing:** Craig Oakley, Chief Executive Officer, Herefordshire FA, SSAFA County Ground, Widemarsh Common, Hereford, HR4 9NA
- **In person:** At the above address





Any complaint being made against the CEO can be submitted directly to the Chair as follows:

- **Email:** chair@herefordshirefa.co.uk
- **In writing:** Graham Goodfellow, Chair, Herefordshire FA, SSAFA County Ground, Widemarsh Common, Hereford, HR4 9NA

Support will be provided to anyone who needs assistance making a complaint.

6. Complaints Handling Process

6.1 Stage 1 – Initial Resolution

- Acknowledge within **3 working days**
- Aim to resolve within **10 working days**
- Update customer if more time is required

6.2 Stage 2 – Formal Investigation

If the customer is dissatisfied:

- Escalate to member of the Senior Leadership Team
- Detailed investigation undertaken
- Written response within **20 working days**

6.3 Stage 3 – Independent Review

If still dissatisfied:

- Reviewed by CEO
- Final organisational response

External Escalation

Following the three stages and where applicable, customers may escalate to the County FA Regional Manager (West) and then the Independent Football Ombudsman. Contact details for both can be obtained directly from Herefordshire Football Association.

7. Remedies & Outcomes

Possible remedies include:

- Apology
- Explanation
- Corrective action
- Service improvement
- Training for staff
- Financial remedy (where appropriate)





8. Responsibilities

Staff must:

- Treat all complainants respectfully
- Provide timely and accurate information
- Escalate concerns appropriately

Managers must:

- Oversee investigations
- Ensure quality and timeliness of responses
- Implement improvement actions

9. Confidentiality & Data Protection

- Records will be stored securely
- Information processed in compliance with GDPR
- Complaint data retained according to retention schedules

10. Policy Review

This policy will be reviewed annually or sooner if required.

Policy Reviewed - February 2026

Board Sign Off - March 2026



