



## CUSTOMER COMPLAINTS POLICY

### AIM

Our aim is to provide a high quality service for the whole football community and we are continually working towards improving our service to all our customers. The policy of Herefordshire FA is to deal with all customer complaints fairly and to achieve this we have implemented the following procedures:

Complaints may be made (a) by telephone, (b) verbally and (c) in writing:

- a. By telephone:
  - A member of staff can take all details over the phone.
  - The member of staff will confirm with you the details that have been recorded.
- b. In person: Verbally:
  - A member of staff will be more than happy to take the details of your complaint.
  - The details will be read back to you to confirm details.
  - You will be asked if you could confirm the accuracy of the details by signing the completed form.
- c. In writing: Using the official **Customer Complaint Form** obtainable from the County Ground Offices.
  - All complaints are recorded in writing in our complaints record book 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 is completed. Intermediate discussions about the complaint will also be recorded.
  - Any complaint will be acknowledged in writing to the complainant.
  - We undertake to investigate any complaint properly and fairly
  - We will respond in writing to all complaints within ten working days from the date of receipt.
  - 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.

### STAFF



If a complaint is made against a member of staff, a copy of the complaint will be shown to the individual concerned. The individual will be asked to comment and any reply will be shown to the individual concerned before it is dispatched.

Any complaints of a serious nature regarding a member of staff will be forwarded to the Chairman of the HFA Council once received by the Chief Executive Officer.

All complaints should be addressed to:

Simon Panes  
Chief Executive Officer  
Herefordshire FA  
Ted Powell Building  
County Ground Offices  
Widemarsh Common  
HEREFORD  
Herefordshire  
HR4 9NA

[simon.panes@herefordshirefa.com](mailto:simon.panes@herefordshirefa.com)

Tel: (01432) 342179

In the event of a complaint being made against the Chief Executive Officer then all such complaints are to be submitted in writing and addressed to the Chairman of the HFA at the following address:

Chairman of the Herefordshire FA  
Ted Powell Building  
County Ground Offices  
Widemarsh Common  
HEREFORD  
Herefordshire  
HR4 9NA