



## Complaints Policy

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Overview	Jersey FA is committed to avoiding and eliminating discrimination of any kind in football and will under no circumstances condone unlawful discriminatory practices. Any person who believes that they have been treated in a way that they consider to be in breach of this policy by a member club, individual, staff, Board or Committee member should follow this procedure.

Complaint handling by the Jersey Football Association (JFA) is fair, efficient and accessible. The JFA has a respectful and productive workplace culture where stakeholders, members of the community, volunteers and staff can raise their concerns directly. The JFA Board is accountable for all complaints however the Chief Executive Officer has delegated responsibility,

Wherever possible, staff should attempt to directly resolve an issue or complaint by providing feedback or relevant information. Staff should also attempt to resolve issues and concerns with other staff, face to face.

If a complaint cannot be resolved directly or face to face, it should be referred to the line manager or Chief Executive Officer. If the complaint is about the Chief Executive Officer, it should be referred to the President of the JFA Board.

Any formal complaint by a staff member about another staff member should be made in writing. All staff involved in a complaint must keep information confidential and only discuss the issues raised by the complaint on a 'need to know' basis. Staff who raise a complaint must not be subjected to reprisal action.

The line manager or Chief Executive Officer will gather information, assess the issues raised by the complaint and consider reasonable outcomes.

Some complaints are not dealt with by the JFA. Where there is reasonable cause to suspect a child is suffering or likely to suffer significant harm, the matter must be referred to the Government of Jersey Designated Officer via email ([JDO@health.gov.je](mailto:JDO@health.gov.je)) or by phone on 443566. Where there is reasonable cause to suspect an adult at risk is suffering or likely to suffer significant harm, the matter must be referred to the Government of Jersey's Adult Workforce Designated Officer via email ([SPOR@health.gov.je](mailto:SPOR@health.gov.je)) or by phone on 444440. Allegations of criminal conduct must be referred to States of Jersey Police.

If a complaint is made anonymously, the person who receives the complaint should, wherever possible, consider the issues raised and respond appropriately.

Complaints should be finalised within 20 working days and all parties will be kept informed of the progress of the complaint, the reasons for any decisions and the outcomes that will be implemented.

This policy applies to all JFA staff including permanent and part time staff.

## **Responsibilities and delegations**

### **JFA Board of Directors**

In the event of a complaint against the Chief Executive Officer or any Board Members, then the complaint should be made directly to the Chairman of the Board. In the event of a complaint against the Chairman of the Board, the complaint should be made to the Vice-Chair.

#### **The Board will:**

- support a culture that values complaints and their effective resolution
- foster workplaces that are respectful and productive
- review systematic issues arising from complaints
- review complaints that could not be resolved
- when requested, handle certain individual complaints in accordance with this policy and procedures
- support staff to handle complaints promptly and responsively.

### **Chief Executive Officer**

- manage individual complaints in accordance with this policy and procedures, when appropriate
- review complaint outcomes and management
- escalate high risk and systematic issues arising from complaints
- identify and support complaint managers to manage complaints in accordance with this policy and procedures
- encourage staff to resolve concerns directly wherever possible
- support all staff involved in the complaints process.

**All staff:**

- treat all people with respect including people who make a complaint and any person who is the subject of a complaint
- read and comply with this complaints policy and procedures
- identify when complaints are being made and assist people to make complaints if they wish to do so
- respond to individual complaints, when requested
- escalate certain complaints and reviews of complaint handling to more senior staff, if necessary.