



Introduction

This document provides the process for sending a complaint to Lancashire Football Association regarding a Match Official, Club, League, Participant or Lancashire FA itself.

We hope that you are pleased with the service and experience that you have received from us and our associated Clubs and Leagues, and that you'll never have reason to complain - but if there is something you are not happy with, there are different processes for getting in touch according to what your complaint is about. We have enclosed below a flow-chart for you to see the process for complaints against Clubs, Participants or Match Officials (of a non-discrimination basis), as these require you to first contact the Club or League for their initial resolution.

Any complaints that we receive will be dealt with efficiently and we will:

- Make it quick and easy for you to contact us about your complaint.
- Ensure we investigate thoroughly to obtain full information about the situation so we can assess your complaint fairly.
- Communicate with you, keeping you informed of progress and advising you of the results of our findings in the timescales we have promised, or let you know why any timeline has been extended and a revised date for resolution.
- Take appropriate action according to the results of our findings.

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Flow Chart - Complaints about Clubs, Participants and Match Officials

Initially you need to tell the relevant Club or League about your complaint straight away, following their Complaints Procedure, which is usually found on their website, so that they can try to put matters right.

If you are still not happy with how this has been resolved, you can then escalate this to us at Lancashire FA.

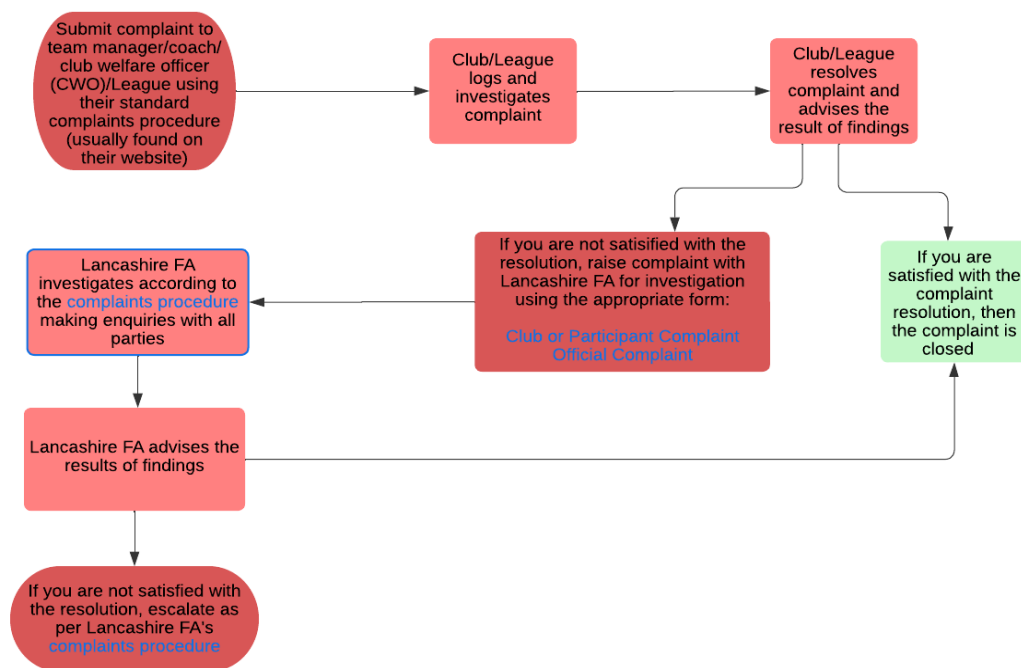
The flow chart below outlines the process to raise your complaint:

The relevant forms are:

- [Club or Participant](#) Complaint
- [Match Official](#) Complaints (non-discrimination complaints only as any discrimination complaints are reported directly to Lancashire FA using the '[report discrimination](#)' form)



Please follow the below process if you have a complaint against a Participant or Club (only for Non-Discrimination Complaints)



If you approach Lancashire FA directly, without first having followed the above steps, you will be referred back to the Club or League involved for them to first investigate your complaint using their standard procedure



Complaints Procedure

How do I contact Lancashire FA to make or escalate a complaint?

Use the Lancashire FA Complaints Form

You can submit a complaint by visiting the '[Complaint](#)' section of the Lancashire FA website and, according to your circumstances, either directly accessing the right Complaint Form or clicking through to the relevant area of the website:

- Access the Discipline Section to make a complaint against either a [Match Official](#) (non-discrimination) or a [Participant/Club](#) – CARE: only use these forms if you have first made your complaint directly to the Club/League and they have not resolved your complaint to your satisfaction.
- Directly access the form to appeal against a [League](#) decision.
- Directly access the form to make a complaint against [Lancashire FA](#).
- Directly access the form to [report discrimination](#) from any participant in football (Player, Match Official, Manager, Coach, Spectator) - this can also be accessed from the Discipline Section.

Please be as detailed as possible when completing the form so we can follow up and investigate the matter thoroughly.

Call Lancashire FA

To seek clarity on this Complaints Procedure contact the Football Services Team on 01772 624000.

Social Media

Lancashire FA will not acknowledge or accept a formal complaint via any form of social media.

Do I need to complete a form to make a complaint?

Yes, we only accept official complaints submitted via our complaint forms, that can be accessed from our website [here](#) or in the 'Use the Lancashire FA Complaints Form' section above.

What happens after I submit a complaint?

After you submit your complaint using the relevant Lancashire FA Complaint Form

- **Immediately:** You will receive by email:
 - Acknowledgement of receipt of your submission into the Lancashire FA Complaints System and confirmation that this matter is being dealt with in accordance with our Complaints Procedure.
 - A link from where you can access a copy of the Lancashire FA Complaints Procedure (this document) from the Lancashire FA website.
- **Within 5 working days:** You will receive by email:
 - Confirmation of the person at Lancashire FA who is dealing with your complaint.
 - A request for any additional information needed for Lancashire FA to thoroughly investigate this situation.
 - A request for your written agreement for us to contact any third party if we require additional information from them.
 - Indication of the timescales involved and next steps to resolve your complaint.
- **Within 30 working days, unless there are extenuating circumstances:** You will receive by email:
 - Our response to your complaint and any next steps.
 - Note, should it not be reasonably possible to resolve the complaint within 30 working days this will be communicated to the complainant with an estimated date of resolution and the reason for this delay. If any additional information, or your written agreement to contacting a third party, has been requested our response will be within 30 working days of receiving these items from you.



How will Lancashire FA resolve complaints?

Stage 1 – Fact-finding

If the complaint relates to a Match Official, Club, League or Participant, the appointed Lancashire FA representative will, in the first instance, liaise with all parties to establish the facts in order to seek a swift resolution. Specifically, if the complaint relates to a third person and or entity, (Club, League, Volunteer), they will be informed and given a fair opportunity to respond in writing with their account. Any witnesses will also be asked to respond in writing with their account and a thorough investigation will be undertaken. This will be done before progressing to Stage 2. Should the complaint be about a member of Lancashire FA, aside from the CEO, the Football Services Team itself will carry out all complaint resolution (Stages 1-3), and if the complaint is about a member of the Football Services Team itself, then Stages 1-3 of the complaints process will be dealt with by a member of the Safeguarding & Wellbeing Team. Any complaints about the CEO are handled by the People & Culture Committee.

Stage 2 – Complaint Working Group

Upon conclusion of the fact-finding exercise investigating the complaint, including receipt of all information from both parties and any witnesses, a 'Complaint Working Group' (CWG) is established with a minimum of three members, one of whom the CWG appoint to act as Chair. This group may comprise of members from the team who have examined the facts of the complaint in Stage 1, the Football Services Team, the Senior Leadership Team, the People & Culture Committee and external independent advisors.

The CWG discuss the circumstances surrounding the complaint, draw conclusions and determine the next steps to remedy the situation.

In certain situations, the CWG may request further information before reaching a conclusion.

Stage 3 – Communicating the results of the investigation

On conclusion of the investigation the appointed Lancashire FA representative responsible for the complaint emails the Complainant advising:

- Details of the investigation that has been undertaken
- The findings of the investigations
- The conclusion of the CWG
- Any action taken as a result of the complaint together with the options to appeal or progress to a further stage

In the event of the CWG requesting additional information, the appointed Lancashire FA representative emails the Complainant requesting this information and providing an update on the progress made, and an indication as to when a full reply will be given. The Lancashire FA representative returns to Stage 1 of the process to obtain the additional information, prior to progressing to Stage 2.



Stage 4 – Appeal 1

If the Complainant feels that the complaint has not been satisfactorily resolved in Stages 1-3, they can refer their complaint to the Lancashire FA Chief Executive Officer:

Name: Simon Gerrard – CEO

Address: Lancashire Football Association Ltd
The County Ground
Thurston Road
Leyland
Lancashire
PR25 2LF

Telephone: 01772 346054

Email: simon.gerrard@lancashirefa.com

If the complaint has been about the CEO, then the complaint can be referred to the Lancashire FA Chair of the Board of Directors:

Name: David Flory – Chair, Board of Directors

Address: Lancashire Football Association Ltd
The County Ground
Thurston Road
Leyland
Lancashire
PR25 2LF

Telephone: 01772 624000

Email: david.flory@lancashirefa.com

Stage 5 – Appeal 2

If the Complainant feels that the complaint has not been satisfactorily resolved at the previous Stages 1-4, they can refer their complaint to The FA, being the governing body for the game in England primarily responsible for all regulatory aspects of the game.

Name: Customer Relations

Address: The Football Association
Wembley Stadium
PO Box 1966
London
SW1P 9EQ

Telephone: 0800 389 0699



Stage 6 - Final Stage

If the Complainant feels that the complaint has not been satisfactorily resolved at the previous Stages 1-5, the final option is for the Complainant to refer their complaint to the Independent Football Ombudsman which has a clear remit to receive and adjudicate on complaints from football supporters and participants, which have not been resolved by the Football Authorities.

Complaints can be addressed to:

Address: The Independent Football Ombudsman
Suite 49
33 Great George Street
Leeds LS1 3AJ

Telephone: 0800 588 4066

Email: contact@TheIFO.co.uk

How does Lancashire FA record and monitor complaints?

On receipt of a complaint form, the information is automatically recorded within the Lancashire FA information systems and the Football Services team is notified to commence their investigation, which will include allocating the complaint to an appointed Lancashire FA representative to handle the complaint.

When do Lancashire FA review the Complaints Procedure

In order to ensure our procedures are fit for purpose and to continually improve our processes, we will formally review this procedure every 12 months to take into account changing circumstances that require us to adapt and update the way we respond to complaints.

At Lancashire FA we take your views seriously and strive to continually improve our processes and methods of communication. If you have feedback on any aspect of the way we handle complaints at Lancashire FA please email your suggestions and comments to info@lancashirefa.com with the subject header 'Feedback on Complaints Procedure'. We will acknowledge receipt of your email within 5 working days. For any other feedback on what we are doing well or what you would like to see more of at Lancashire FA, you can use [this form](#) to provide us with your comments.

Additionally, if you feel that your comments or feedback on our Complaints Procedure, or your experience of how we are meeting our customers' needs in this respect, require the attention of the Lancashire FA Chief Executive Officer, you may use the following contact methods:

Address: Lancashire Football Association Ltd
The County Ground
Thurston Road
Leyland
Lancashire
PR25 2LF

Telephone: 01772 346054

Email: info@lancashirefa.com



When can Lancashire FA amend the Complaints Procedure.

This procedure may be amended by The Senior Leadership Team, with the approval of both the Chief Executive Officer and the Football Services Manager outside of the formal procedure review for good reason. Good reason examples include, but are not limited to, avoiding conflict of interest, media provisions or communication.