



## Manchester FA (MFA) Official Complaints Procedure

Before making a complaint to MFA about a Club, League and or an individual within a Club or League it is important that you have already made a formal complaint to the relevant person at the Club/League and that they have been given the opportunity to deal with your complaint via their own complaints procedures.

If you have not done this we will refer you back to the appropriate person in the Club/League. If you are not satisfied with their response you can then make a formal complaint to MFA by following our official Complaints Procedure as detailed below.

### Section 1 - Who to contact to make a complaint?

Complaints may be made and sent in writing to Paul Roots (Business Operations Manager) via email [Paul.Roots@ManchesterFA.com](mailto:Paul.Roots@ManchesterFA.com) or by post to Manchester FA, Manchester Tennis & Football Centre, 9 Sportcity Way, Etihad Campus, M11 3DU. If you wish to make us aware verbally of your intentions to make a complaint or are seeking clarity on the process you can contact Paul Roots on 0161 225 1966.

### Section 2 - Do I need to complete a form to make a complaint?

Complaints will be accepted in written form via post or email however will only be accepted if completed on the official complaints form provided by Manchester FA. Please contact a member of the team to request a copy. It is important to note that Social media is not an appropriate method for reporting your concerns and Manchester FA will not review concerns submitted using this method.

### Section 3 - When receiving complaints we will:

- Acknowledge your complaint in writing within 48 hours of receipt.
- Advise you of any further information that **we may require or ask you to complete our 'MFA Complaints Form', if not already completed.**
- Advise you if we require information from a third party and seek your written agreement to do so.
- Indicate to you the timescales involved in resolving your complaint.
- Manchester FA reserves the right to refuse the complaint on the grounds that Manchester FA is not the appropriate association to deal with the concern, for example a different County FA or Club.
- Request that complainant responds to observation requests and provide required evidence and/or any additional statements within 7 days of request.

### Section 4 - How will we resolve complaints?

#### Stage 1

#### Internal Resolution





In many cases, a complaint may best be resolved by the person who is responsible for the issue being complained about. The Business Operations Manager will in the first instance seek to act within 7 days and liaise with both parties in order to seek a swift resolution.

OR

Stage 2

**The Business Operations Manager will upon provision of all information form a 'Complaints Working Group' (CWG) with a minimum of three members one of whom will act as Chair.** Communication between the complainant and Manchester FA will remain open during this process with the Business Operations Manager or appointed person providing updates throughout until resolution.

What next?

Stage 3

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1 or Stage 2, they can refer their complaint to Colin Bridgford (Chief Executive Officer) via email [Colin.Bridgford@manchesterfa.com](mailto:Colin.Bridgford@manchesterfa.com) or by post to Manchester FA, Manchester Tennis & Football Centre, 9 Sportcity Way, Etihad Campus, M11 3DU.

Stage 4

If the Complainant feels that the problem has not been satisfactorily resolved at Stage 1, Stage 2 or Stage 3, they can refer their complaint to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations

The Football Association

Wembley Stadium

PO Box 1966

London SW1P 9EQ

Tel: (0) 800 389 0699 (Mon-Fri, 9am-5pm)

Final Stage

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.

The Independent Football Ombudsman

Suite 49

33 Great George Street

Leeds LS1 3AJ

Tel: 0800 588 4066

Email: [contact@TheIFO.co.uk](mailto:contact@TheIFO.co.uk)

