



## External Complaints Process

The policy of Norfolk County FA is to deal with all customer complaints fairly.

Norfolk County FA acknowledges the definition of an external complaint as 'any expression of dissatisfaction by a person or body outside Norfolk County FA, about any aspect of our service, or any of our staff which requires a response'.

To achieve this, we have implemented the following procedures and therefore make the following promises:

- We will make it easy for customers to contact us with comments and improvement suggestions.
- If a customer has a complaint, please telephone us in the first instance on 01603 704050.
- Following this initial conversation, if you wish to put said complaint in writing we will do whatever we can to resolve the problem. Please provide your name, address, contact telephone number and email address and the full nature of your complaint and address this to The Chief Executive, Norfolk County FA, The FDC, Bowthorpe Park, Clover Hill Road, Norwich, NR5 9ED, or email [Matt.Carpenter@NorfolkFA.com](mailto:Matt.Carpenter@NorfolkFA.com).
- We will endeavour to provide a full response within seven working days. If more time is required to resolve the matter, we will acknowledge said letter within 72 hours, and explain why the process may take longer. At this time, we will advise you of when you can expect a full response.
- All complaints are recorded in a file 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 will be completed. Intermediate discussions about the complaint will also be recorded.
- Complaints will be acknowledged in writing to the complainant, confirming that it is being dealt with in accordance with our complaints policy.
- We undertake to investigate any complaint properly and fairly.
- 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.