



NFA Complaints Process

Before making a complaint to the NFA about a Club, League or an individual within a club or league, it is important 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 procedures.

If you have not done this we will look to refer you back to the appropriate person within the club/league. If you are not satisfied with their response you can then make a formal complaint to the NFA by following our official complaints procedures as detailed below

Section 1 - Who to contact to make a complaint

Complaints can be made and sent in writing to Maria Murphy through info@northantsfa.com or can be posted to 9 Duncan Cl, Moulton Park Industrial Estate, Moulton Park, Northampton NN3 6WL. If you want to make us aware verbally that you will be making a complaint please call 07474 200720

Section 2- Do you need to complete a form to make a complaint

Complaints will be accepted in written form via email or via post however must be completed on the official complaints form. Please contact a member of the NFA team for a copy of this. Please also find link to online form [here](#) Social media is not an appropriate way to make a complaint and NFA will not review any complaints made via this method.

Section 3 - When receiving complaints we will:

- Acknowledge your complaint within 48hours of receiving
- Advise you on any additional information we may require.
- Advise on whether we seek information from a third party and seek your written agreement to do so
- Indicate to you the timescales involved in resolving your complaint
- Northants FA reserve the right to refuse any complaint if the organization is not the appropriate association to deal with the concern. For example different county fa or club
- Request that complainant responds to observation requests and provide required evidence and/or any additional statements within 7 days



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 Football services manager will look to act within 7 days and liaise with both parties to seek a swift resolution.

Or

Stage 2

The Football Service Manager will upon provision of all information form a 'Complaints Working group' with a minimum of three members of whom one of which will act as chair. Updates will be provide throughout into a resolution occurs.

Or

Stage 3

If the Complainant feels the problem has not been satisfactorily resolved at Stage 1 or 2 they can refer their complaint to NFA Chief Executive Officer - Christian.smith@northantsfa.com

Or

Stage 4

If the Complainant feels the problem has not been satisfactorily resolved at Stage 1 or 2 or 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 within the game.

OR

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 - contact@theifo.co.uk