



**OXFORDSHIRE
FOOTBALL ASSOCIATION**

Complaints
Procedure

Oxfordshire Football Association wishes to ensure that all candidates who attend any courses organised by the Centre are entitled to make their views known should things go wrong or when they are unhappy about the services or facilities. If this is the case, it is important to seek to resolve these problems or complaints in a satisfactory manner.

Established Policies & Procedure

In all circumstances, individuals and groups are positively encouraged to raise their concerns with the tutor as described within these procedures.

1. Report your complaint to the course tutor. It is important that the course tutor is then given every opportunity to resolve the complaint(s)
2. If there is no satisfactory response, please write to the County Development Manager at:
Oxfordshire FA Unit 4 Witan Park Avenue 2 Station Lane Witney Oxon OX28 4FH no later than 28 days of the completion of the course, explaining the concerns and the reason for the continued dissatisfaction.
3. The Oxfordshire Football Association will respond within 10 working days of receiving a written letter of complaint. There may be occasions when it will take longer than 10 days for the issues raised to be resolved. In the event of this happening, the Oxfordshire Football Association office will keep those raising the complaint, informed of progress.

