# Surrey FA Complaints Policy and Procedure

Note: This policy is intended for general complaints. Safeguarding and whistleblowing concerns are handled separately and are signposted at the end of this document.

## 1. Purpose

Surrey FA is committed to delivering high-quality services across all areas of grassroots football. We value feedback and view complaints as an opportunity to learn and improve. This policy outlines how individuals can raise concerns about:

- The services, decisions, or conduct of Surrey FA
- Unresolved issues within grassroots football (e.g. clubs, leagues, coaches), where internal club or league processes have been exhausted

## 2. Scope

This policy applies to all complaints made by:

- Players, coaches, referees, volunteers
- Parents and carers
- Clubs and leagues
- Members of the public

It covers complaints related to:

- Surrey FA services, decisions, staff, or facilities
- Grassroots football matters (e.g. club or league conduct), where the complainant has first attempted to resolve the issue through the club or league's internal process

**This policy does not cover**:

- Appeals against disciplinary decisions (see Disciplinary Procedures here)
- Safeguarding concerns – these should be reported directly to Surrey FA's Designated Safeguarding Officer.
- Whistleblowing – serious concerns about wrongdoing or misconduct should be reported confidentially to the Chief Executive Officer or Whistleblowing Officer.

  **See Sections 8 and 9** for further guidance.

## 3. Guiding Principles

We aim to:

- Make it easy to raise a complaint
- Treat all complaints seriously and fairly
- Respond promptly and transparently
- Maintain confidentiality where appropriate
- Learn from complaints to improve our services

## 4. Informal Resolution

Where possible, we encourage concerns to be raised informally with the relevant staff member or department. Many issues can be resolved quickly without the need for a formal process.

## 5. Formal Complaints Procedure

### Stage 1 – Submit a Complaint

Complaints should be submitted in writing via:

- Email: complaints@surreyfa.com
- Via the form on our website
- Post: Surrey FA, Meadowbank Football Ground, Mill Lane, Dorking, RH4 1DX

Please include:

- Your name and contact details
- A clear description of the issue
- Any relevant dates, people involved, or supporting evidence
- The outcome you are seeking

We will acknowledge your complaint within 2 working days and aim to respond within 10 working days.

### Stage 2 – Review by Senior Manager

If you are dissatisfied with the response, you may request a review by the relevant senior manager (e.g. Head of Football Services, Operations Manager). This request must be made within 10 working days of receiving the initial response.

### Stage 3 – Final Appeal

If you remain dissatisfied, you may escalate the complaint to the Chief Executive Officer. The CEO (or their nominee) will review the case and provide a final response within 10 working days.

## 6. Confidentiality

All complaints will be handled sensitively and in line with our Privacy Policy. Information will only be shared with those who need to know.

## 7. Monitoring and Reporting

An anonymised summary of complaints and outcomes will be reported annually to the Surrey FA Board to support continuous improvement.

## 8. Reporting Safeguarding Concerns

Surrey FA is committed to ensuring the safety and wellbeing of all participants in football, especially children, young people, and adults at risk.

### Who Can Report a Concern?

Anyone — including players, parents, coaches, volunteers, referees, club officials, or members of the public.

### How to Report a Concern

Contact our Designated Safeguarding Officer:

- Email: safeguarding@surreyfa.com
- Phone: 01372 387 090

You can also contact:

- The FA Safeguarding Team: safeguarding@TheFA.com
- NSPCC 24-hour helpline: 0808 800 5000
- Emergency: Call 999 if someone is at immediate risk of harm

### What Happens Next?

Our Safeguarding Team will assess the concern and take appropriate action in line with FA safeguarding policies. All concerns are handled sensitively and confidentially.

## 9. Whistleblowing Guidance

Surrey FA encourages anyone involved in grassroots football to report serious concerns about wrongdoing, misconduct, or unsafe practices.

### What is Whistleblowing?

Reporting concerns that affect others — such as safeguarding failures, discrimination, bullying, fraud, or breaches of FA regulations.

### Who Can Raise a Concern?

Anyone — including volunteers, referees, coaches, players, parents, or club officials.

### How to Raise a Concern

Contact confidentially:

- Whistleblowing Officer: Andrew.Dickinson@SurreyFA.com / 01372 384 745
- Chief Executive Officer: Nick.West-Oram@surreyfa.com
- Chair of the Board: Soye.Briggs@surreyfa.com

### Confidentiality and Protection

We treat all whistleblowing concerns in confidence and protect the identity of the person raising the concern wherever possible. No one will suffer any detriment for raising a concern in good faith.