

Complaints Policy and Procedure

Our aim:

Surrey Football Association is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders, customers, partners and the wider community. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers, partners, the local community and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Surrey Football Association responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to SFA's attention as soon as is practically possible.
- raise concerns promptly and directly with a member of staff at SFA
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow SFA a reasonable time to deal with the matter;

Responsibility for Action: All Staff at SFA

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and SFA maintain confidentiality. However the circumstances

giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Board members of SFA will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with SFA's Privacy Policy.

Formal Complaints Procedure

Stage 1

Complaints can be made via email and sent to Meadowbank@surreyfa.com. The members of staff on duty will then act on the complaint given and rectify it there and then. If your complaint requires urgent attention, you can telephone by calling 07874814619 and talking to a member of staff. If a member of staff does not answer the phone, please leave a message and we will return the call.

If you are unable to resolve the issue, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a Trustee of SFA, rather than a member of SFA staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 2 working days of receipt. You should get a response and an explanation within 5 working days.

Our contact details can be found on the contact page of SFA website.

<http://www.surreyfa.com/about/board-and-staff>

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to SFA's Operations Manager and ask for your complaint and the response to be reviewed. You can expect the Operations Manager to acknowledge your request within 2 working days of receipt and a response within 5 working days.

SFA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from SFA's Operations Manager, then you have the option of writing to the Chief Executive Officer stating the reason why you are dissatisfied with the outcome. Our contact details can be found on

<http://www.surreyfa.com/about/board-and-staff>. You must do this within 10 days of receiving the written response from SFA's Operations Manager/

The Chief Executive Officer (or their nominee) will respond normally within 5 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.