

COMPLAINTS PROCEDURE



We ask before making a complaint to West Riding County Football Association Ltd [West Riding FA] about a participant, representative or West Riding FA policy, that you (The Complainant) have already followed and completed the formal complaint process with the relevant individual or club / organisation. Its integral to the full complaints process that the individual or organisation (Club / League / District FA / Other) have been given the opportunity to deal with your complaint via their own complaint's procedures prior to escalating your concerns to West Riding FA.

If you remain unsatisfied with their (individual or organisations) complaint outcome, you can then make a formal complaint to West Riding FA by following our Complaints Procedure as detailed below.

Section 1 – Who to contact to make a complaint

Complaints should be made via the Complaints Form which can be accessed here – [COMPLAINTS FORM](#).

If you (The Complainant) wish to make us aware verbally of your intentions to make a complaint, or are seeking clarity on the process, you can contact our Complaints Assessor Shannon Burdett at Shannon.Burdett@westridingfa.com or call 0113 282 1222.

Section 2 – Documentation Required

To make the process easier, and to ensure that all complaints are dealt with in a consistent and timely manner, a 'West Riding FA - Complaints Form' is available on the West Riding FA website at – [COMPLAINTS PROCEDURE](#).

Section 3 – What you can expect from West Riding FA complaint process



Section 4 – Use of social media

West Riding FA do not acknowledge or accept a formal complaint via any social media platform. West Riding FA reserves the right to communicate with you via social media to direct you to our website where the Complaints Procedure is published.

Section 5 –Recording Verbal Complaints

All complaints are made via our Complaints Form on the West Riding FA website at – [COMPLAINTS PROCEDURE](#).

If you (The Complainant) are unable to follow the Complaints Procedure, arrangements will be made to obtain details of the complaint verbally and minutes of the discussion will be sent to the you (The Complainant) to sign.

Section 6 – Complaint Resolution

Stage 1- Complaint Handler

Your Complaint Handler will take ownership of your complaint and work to find a resolution at first point of contact. Your Complaint Handler may seek further information or ask you to provide additional evidence to support your complaint. It is vital that you work with your Complaint Handler to provide this information in a timely manner. If the required information is not provided within 28 calendar days of the initial acknowledged complaint, the Complaint Handler will close the complaint and draw a conclusion based off the information you have initially supplied. The complaint will not be reopened.

Stage -2 Escalation to Senior Complaint Handler

If you (The Complainant) feel your complaint remains unresolved or are unhappy with the service provided by your Complaint Handler, you have the right to refer your complaint for further review to a Senior Complaint Handler at West Riding FA. The role of the Senior Complaint Handler is to review the investigation and handling of your original complaint by the Complaint Handler and not re-investigate your original concern. Your complaint escalation must be referred within 28 calendar days following receipt of the 'Final Response' from your initial Complaint Handler.

Please contact our Complaint Assessor - Shannon Burdett at Shannon.Burdett@westridingfa.com or call 0113 282 1222 to escalate your complaint to a Senior Complaint Handler.

The Senior Complaint Handler will work to resolve all complaints within 28 days of being assigned your complaint escalation.

Your Senior Complaint Handler may seek further information or ask you to provide additional evidence. It is vital that you work with your Senior Complaint Handler to provide this information in a timely manner. If the required information is not provided within 28 calendar days of being assigned your escalated, the Senior Complaint Handler will close the complaint and draw a conclusion based off the information you have initially supplied. The complaint will not be reviewed or qualify for further escalation.

Stage 3 Escalation to Chief Executive Officer

If you (The Complainant) feel your complaint remains unresolved or are unhappy with the service provided by your Complaint Handler(s) you can refer your complaint to Hannah Simpson (CEO) at Hannah.Simpson@westridingfa.com. In order to qualify for Stage 3, you must have followed the procedure detailed above (i.e Stage 1 & 2).

Stage 4 – Escalation Procedure

If you (The Complainant) feel your complaint has not been satisfactorily resolved at Stage 1, Stage 2, or Stage 3 you can refer your complaint to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations

The Football association Wembley Stadium

PO Box 1966

London

SW1p 9EQ

Tel: (0) 800 389 0699 (Monday –Friday, 9am – 5pm)

Final Stage

The final option is for you 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.

The Independent Football Ombudsman Suit 49

33 Great George Street Leeds

LS1 3AJ

Tel: 0800 5884066

Email: contact@TheIFO.co.uk

Section 7 – Amendments and/or variations to the West Riding FA Complaints Procedure

The West Riding FA Directors reserve the right to vary the procedure for good reason.