

KLCF Complaints Procedure

Introduction

KLCF prides itself on the quality of its coaching and we would like you to find your experience with us positive and enjoyable. We are committed to providing you with the highest possible standard of service we can.

If things do go wrong, or you feel our policies, rules or codes of conduct have been broken, then we would like to help straight away. So please tell us when a problem arises or when you think you can suggest an improvement to our services.

How to make a complaint:

Informally

Speak to an appropriate member of staff who will try to sort things out for you directly or put you in touch with someone who can help.

If the member of staff is unable to resolve the issue, it may be necessary for them to ask you to escalate the issue by putting your complaint in writing.

Formally

Complete a complaint/suggestion form (attached) and hand it to the Community Development Officer or post it to:

The Trustees
King's Lynn Community Football
Lynnsport Leisure Park
Greenpark Avenue
King's Lynn
PE30 2NB

Please include:

- i) Details of what, when and where the occurrence took place
- ii) Any witness statement and names
- iii) Names of any others who have been treated in a similar way
- iv) Details of any former complaints made about the incident, date, when and to whom made
- v) A preference for a solution to the incident

We hope that most complaints and concerns will be resolved quickly and informally

We will respond to **ALL** complaints as long as you tell us who you are. We aim to acknowledge receipt of a complaint within 10 working days and to aim resolve complaints within 30 working days of receipt.

Filling in a complaint form means that a Trustee or designate of the Trustees will be appointed to investigate the complaint or consider the suggestion. That Trustee or their designate will contact you by letter, telephone, email or hold a face-to-face meeting with you and indicate the outcome of their investigation.

The Trustees have the power to:

- i) Warn as to future conduct
- ii) Suspend from office
- iii) Suspend from participation
- iv) Remove from participation any persons found to have broken the scheme's policies or codes of conduct

KLCF Complaints/Suggestion/Compliment Form



KLCF welcomes the opportunity to improve its activities and the service it provides. Please complete this form if you can suggest any improvements, are unsatisfied in any way or wish to pay us a compliment.

I would like to make the following:

Suggestion(s) , Complaint(s) , Compliment(s) (Please indicate as appropriate)

Please provide as much detail as possible regarding your suggestion(s) / complaint(s) / compliment(s) in the space below (continue on a separate sheet, if necessary)

I am a: Participant , Parent/Guardian , Staff , Other _____

If you are a participant, please let us know the sessions you attend (sport/location/times/squad):

and your coach _____

Complaints will only be investigated if full contact details are provided. By giving us your details, you will guarantee a direct response.

Name: (Please PRINT IN BLOCK CAPITALS) _____

E-mail address: _____ Date _____
(Providing your email address will ensure a prompt acknowledgement)

Contact Address: _____

Post Code: _____ Contact Number: _____

Please give this form to the Community Development Officer or send to: The Trustees, King's Lynn Community Football, Lynnsport Leisure Park, Greenpark Avenue, King's Lynn PE30 2NB

Information received will be treated confidentially and used solely for the purpose of responding to your suggestion, complaint or compliment.