

Chester FC Community Trust



**COMMUNITY
TRUST**

Complaints Policy

Reviewed: June 2024
Date of Next Review: August 2024

Policy Statement

Chester FC Community Trust welcomes comments and complaints from the general public, employees, staff and stakeholders. We use this process to improve services in the wider community in which we exist.

Chester FC Community Trust are committed to the continuous improvement of the service it provides. We recognise that, occasionally mistakes will be made or the service offered will not meet an individual's requirements or expectations. For these reasons it is our policy that all complaints should be:

- Treated seriously and in an open manner.
- Acknowledged immediately, preferably in writing.
- Investigated
- Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks.
- Used as feedback to improve the service we offer.

Scope

The policy applies to all members of the community but does not replace procedures for staff grievances and FA case management processes. Those procedures should be used where appropriate

Responsibilities

All Chester FC Community Trust staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

Chester FC Community Trust have a responsibility for resolving a complaint and leading or contributing to an investigation into a complaint when this is considered appropriate.

What can be complained about?

You can complain about:

- The quality and standard of any service we provide.
- Failure to provide a service
- The quality of our facilities
- Unfair treatment or inappropriate behaviour by a member of staff.

The complaint may involve more than one aspect of the above, more than one department, or be about someone working on our behalf e.g. a volunteer.

What complaints we can't deal with

There are some issues we are unable to deal with through our complaint handling procedure. These include:

- A request under Freedom of Information or Data Protection legislation
- A request for information or an explanation of policy or practice.
- An issue which is begin or has been considered by a court or tribunal.
- An attempt to have a complaint reconsidered where we have already given our final decision following an investigation

How to make a complaint and the procedure

Our complaint procedure has two stages:

Stage 1 - Chester FC Community Trust aim to resolve complaints as quickly as possible. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem at hand. Where possible you should raise the problem with the relevant staff member. This can be done face to face, by phone, in writing or by an email. Chester FC Community Trust will give you our final decision at Stage 1 within 5 working days, unless there are exceptional circumstances. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to take your complaint to Stage 2, you may choose to do this immediately or shortly after your initial decision.

Stage 2 - This stage deals with 2 types of complaint- those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. Although we will also accept complaints that are made in person or on the phone, we encourage you to follow this up in writing or by email in order to best assist the investigation process. In Stage 2 we will:

- Acknowledge receipt of your complaint within 3 working days and tell you who is dealing with your complaint.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days.

Process for dealing with Unacceptable Behaviour from Complainants

Chester FC Community Trust aim to provide a service that is responsive to the complaints made by fans, customers, young players, parents and carers or any other person who may use our services. However, Chester FC Community Trust retain the right to respond appropriately, where we consider any person's behaviour to be unacceptable. We need to ensure that Chester FC Community Trust staff and other users of the service to not suffer any disadvantage from

complainants who act in an unacceptable manner. This section of the policy sets out the approach which will be taken in circumstances where the actions or behaviour of an individual are considered to be unacceptable. This applies to anyone who is interacting or communicating with Chester FC Community Trust including complainants and their representatives.

Definitions and Examples of unacceptable behaviour

Chester FC Community Trust understands that people may act out of character in times of frustration or distress. Our staff recognises this and as such, would not necessarily view a complainant's actions or behaviour to be unacceptable solely because they appear to be assertive or determined. However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands, on or unacceptable behaviour towards Chester FC Community Trust staff. It is these actions or behaviour that we consider unacceptable and aim to manage under this guidance. We have grouped these actions or behaviour under two broad headings: aggressive, offensive or abusive actions or behaviour and unreasonable demands or persistence. All our staff have the right not be subjected to any of this behaviour regardless of the circumstances.

Examples of actions or behaviours grouped under these headings are:

- Threats
- Physical violence
- Personal verbal abuse
- Derogatory remarks
- Rudeness

These can also be committed online via social media.

There may be some instances when an individual may have unreasonable demands which may make it difficult for the complaint to be dealt with efficiently and effectively. These include:

- Requesting responses within an unreasonable timescale
- Insisting on seeing or speaking to a particular member of staff
- Continual phone calls, emails or letters
- Changing the substance of the complaint
- Raising unrelated concerns.

Procedure for handling unacceptable behaviour

If any individual at Chester FC Community Trust considers the actions or behaviours of a customer as unacceptable, we will tell them why we find it unacceptable and we will give them the opportunity to modify their actions or behaviour.

If any staff at Chester FC Community Trust experience unacceptable behaviour over the telephone, they have the right to place callers on hold to seek further advice from their Line Manager as to how to deal with this situation. Staff are accountable for their actions and are required to log all instances of these calls.

We will record all incidents of unacceptable actions or behaviours.