



SAFEGUARDING COMPLAINTS POLICY

Policy Statement

Burton Albion Football Club is committed to handling complaints in regard to any of our services at the Club, and within the Community of the Club and is committed to the highest standards of openness and accountability.

Burton Albion Football Club is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes may occur, or the service offered will not meet an individual's requirements or expectations. For these reasons it is Club policy that all complaints will be:

- Treated seriously and in an open and transparent 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 which the Club offers

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

Scope

The policy applies to all members of the Club community but does not replace procedures for, staff grievances and disciplinary action: those procedures should be used where appropriate.

Legislation

The Human Rights Act 1998 applies to the operation of this policy.

Responsibilities

- All Club 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.
- Senior Managers have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.
- Senior Management/Director is responsible for resolving complaints which have not been resolved during the previous two stages and their decision is final.
- The Board of Directors are responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against them or members of the board.

Actions to Implement and Develop Policy

Stage One

The Club expects complaints to be made informally to a member of staff in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing to Burton Albion Football Club, Pirelli Stadium, Princess Way, Burton on Trent, Staffs DE13 0AR or by email hr@burtonalbionfc.co.uk





The Club usually expects complaints to be made by the person concerned. However, it will consider complaints made by a parent or advocate.

Anonymous complaints cannot be investigated.

All comments/complaints will be acknowledged within one working week. Burton Albion Football Club will then forward to the relevant department and Line Manager.

Stage two

The relevant line manager will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate confidentiality and dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the line manager shall keep the complainant informed and specify a date when a response can be given.

Stage three

If the complainant is dissatisfied with the response then the complaint will be forwarded to a member of Senior Management to resolve.

The senior manager will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place.

Stage four (final stage)

If the complainant is still dissatisfied with the response then the matter will be referred to the Chief Executive. The Chief Executive will respond within three weeks. The Chief Executive's decision is final.

The total comments/complaints procedure should be finalised in no more than 13 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

Complaints against Senior Managers or Members of the Board

Complaints against Senior Managers should be addressed to the Chairman. Complaints against members of the Board of Directors should also be addressed to the Chairman

Monitoring & Evaluation

Burton Albion Football Club will maintain a confidential record of complaints dealt to enhance quality improvement processes. The Club will maintain a record of all complaints, appeals and outcomes and produce an annual report for analysis by the Board of Directors.

