



## **Complaints Policy**

***This Policy should be read alongside our Whistle blowers Policy where staff wish to express concerns in respect of other staff members or practices***

### **Principles**

We welcome the information and feedback from customers, which will enable Hull City to improve the quality of service provided. We recognise the value in complaints and will accept the complaint openly. A complaint is seen as an opportunity to review and evaluate the service we deliver. Hull City customers should have confidence that complaints will be dealt with confidentially with no detrimental treatment to the complainant.

It is important that complaints are dealt with at source and as soon as possible in an open and learning culture.

### **Complaints made by children or their parents/carers or vulnerable adults**

Complaints made by children, vulnerable adults and/or their parents/carers should be directed to the Club's Head of Safeguarding in the first instance who will liaise with the relevant Head of Service or Manager.

Information from complaints made by children/vulnerable adults will be reviewed on a 6 monthly basis by the Head of Safeguarding with a view to identifying themes/recommendations for change to be reported to the Board.

## **Complaints procedure**

### **Informal Stage**

In the first instance concerns or complaints must be made in person, over the telephone or in writing as determined by the customer. At this stage, if it is a simple matter, it should be resolved immediately to the complainant's satisfaction

***N.B. Please recognise there are however limitations to dealing with anonymous complaints***

### **Formal Stage**

If the complainant remains dissatisfied with attempts to resolve the complaint through an informal process

- The staff member will advise the complainant of the complaints process, providing a written copy of this procedure and the attached flow chart to the



complainant and will advise them that they can speak to the Supervisor or Manager. In the case of children/vulnerable adults this will be the Club's Head of Safeguarding

- The complainant must provide written notification of the complaint addressed to the Supervisor/Manager or in the case of complaints made by children/vulnerable adults; the Head of Safeguarding and the Manager/Head of Safeguarding will confirm with the complainant the full nature of the complaint to be investigated
- In the case of complaints made by children or their parents/carers, the investigation, in this formal process, will be undertaken by the Head of Safeguarding who will provide a written report for the Club Secretary within 28 days. ***Please note, where the Head of Safeguarding has been extensively involved in attempts to resolve the concerns/complaints at the informal stage, the Club Secretary will investigate the complaint at the Formal Stage***
- In other cases, the relevant Manager will ensure further investigation by an appropriate member of staff, ( e.g. the Disability Liaison Officer if a vulnerable adult) prepare a response to the complainant and where relevant provide a written report for the Club Secretary/Vice Chair within 28 days of receipt of the complaint
- The customer will be informed of the outcome of their complaint in writing and asked for their feedback on the complaints process
- Consideration must also be given to the support needs of any staff members who may be the subject of a complaint and their support needs met.
- Learning points from concerns and complaints together with compliments should inform services and where the outcome of a complaint identifies the need for change an Action Plan should be implemented and monitored to ensure that the change takes place and services are improved.

**N.B Please note safeguarding issues relating to children/vulnerable adults at immediate risk of significant harm must follow our Safeguarding Policy and Procedures and not be dealt with through this process**

*This Policy was reviewed by the Club's Senior Management Team and Academy Management Team in August 2019*



Name of Complainant.....

Means of contact.....

**COMPLAINTS / ISSUES / CONCERNS**

If you would like to raise any matter that may be concerning you or others please detail in the space below. We will endeavour to resolve this matter as soon as possible. If for whatever reason you wish to remain anonymous you do not need to state your name. You may attach additional information by way of a letter and just put "see letter" in this box

--

Complainant:	Date:
--------------	-------

Staff Member dealing with complaint:
--------------------------------------

<b>Actions:</b>
-----------------

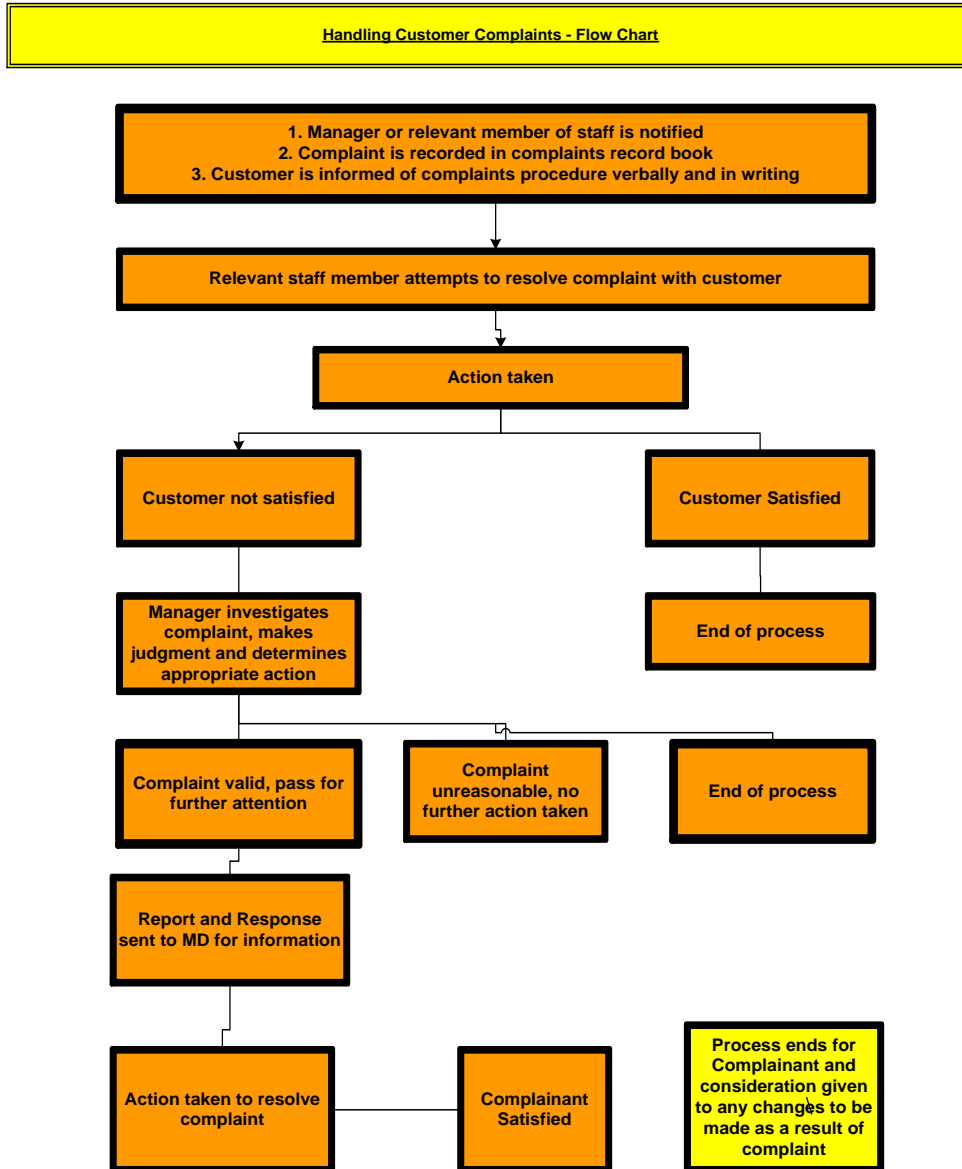
<b>Resolved: Yes/No</b>
-------------------------

<b>Further Actions:</b>
-------------------------

<b>Signed.....</b> <b>complainant</b>
------------------------------------------



## FORMAL COMPLAINTS PROCESS FLOW CHART



Following this process. If the complainant remains dissatisfied they should be advised that they have the right to complain to the EFL Safeguarding Team, if it is a welfare/safeguarding concern.

**EFL Safeguarding Team – 01772 325800 [safeguarding@efl.com](mailto:safeguarding@efl.com)** or to the Independent Football Ombudsman for other concerns

**Football Ombudsman**

Email address: [contact@theifo.co.uk](mailto:contact@theifo.co.uk)

Website: <http://www.theifo.co.uk>

Phone: 08005884066