



Updated 28th June 2018

Scunthorpe United Football Club

Academy

Complaints & Grievance Procedure

Scunthorpe United Football Club is committed to providing a high-quality service to members of the academy both players and staff. We value complaints and use information learnt from them to help us improve what we offer.

What is a complaint?

Scunthorpe United regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- 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 Scunthorpe United staff.

Your complaint may involve more than one aspect of the above, more than one department, or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaint handling procedure. These include:

- A request under Freedom of Information or Data Protection legislation, GDPR.
- A request for information or an explanation of policy or practice.
- An issue which is being, 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.



Who can complain?

Anyone who receives, requests or is directly affected by the services of Scunthorpe United can make a complaint to us. We encourage anyone with a complaint to approach us directly.

How do I complain?

You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue. Please talk to a member of staff within the department you are complaining about so that they can try to resolve any problems on the spot.

When complaining, tell us:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you would like us to resolve the matter.

What will happen if I complain?

Our complaint procedure has two stages:

Stage 1 – Frontline Resolution

Scunthorpe United 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. Scunthorpe United will give you our decision at Stage 1 within five 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, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you get our initial decision.

Stage 2 – Complaint Investigation

Stage 2 deals with two 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.

When using Stage 2 we will:

- Acknowledge receipt of your complaint within three 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.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress. The outcome and decision of the Club will be final.