

CHARITY POLICY

COMPLAINTS.

MAESTRO & HUNTER
FOOTBALL CLUB

COMPLAINTS POLICY.

Maestro & Hunter FC is committed to providing a quality service and working in an open and accountable way that builds trust and respect.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our players, parents, volunteers and stakeholders. We aim to respond positively to complaints, and work with you to put our mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible
- We welcome compliments, feedback and suggestions
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

This policy provides guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

For very serious concerns, such as individual's safety being placed at immediate risk, take such action as is appropriate. For example, by calling the emergency services.

Informal Complaints.

Anyone who has a concern should initially raise this with a member of our team at the time, this will enable us to respond and deal with your issue quickly.

We recognise that many concerns will be raised informally. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and MHFC maintain confidentiality. However the circumstances giving rise to the complaint may be such that it's not possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Maestro & Hunter FC's responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

The complainants responsibility will be to:

Bring the complaint in writing, to the clubs attention as soon as possible.

- Raise concerns promptly and directly with a member of staff at SFA
- Explain the problem, clearly and fully as possible, including action taken to date;
- Allow MHFC a reasonable time to deal with the matter;

Stage 1.

Complaints can be made via email and sent to a **MHFC-welfare@maestroandhunter.co.uk**

Please ensure that you include:

- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the trustee will contact the person complaining to request this.

You can expect your complaint to be acknowledged within **5 working days** of receipt. You should get a response and an explanation within **14 working days.**

If it is not possible to get back to you with a response within 14 working days, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed.

The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to our **Board of Trustee's** and ask for your complaint and the response to be reviewed.

Your **Complaint Review Request** should be specific about why you feel the decision made was wrong and provide the facts and information necessary to demonstrate this.

You can expect the Board to acknowledge your request within **5 working days** of receipt and a response within **21 workings days**.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the final reply from our Board of Trustee's, then you have the option of writing to the **Charity Commission**.

The best way of doing this is online-

<https://www.gov.uk/complain-about-charity>

CONTACTS

Complaints Contact

T: 07731 904 882

E: welfare@maestroandhunter.co.uk

Maestro & Hunter Football Club
6 Hillfield Rd
London
NW6 1PZ

Chairman Contact

T: 07870 995870

E: welfare@maestroandhunter.co.uk

Charity Commission

T: 0300 066 9197

W: <https://www.gov.uk/government/organisations/charity-commission>

Charity Commission

PO Box 211

Bootle

L20 7YX

Registered Charity No: 120448