



Complaints Policy

Approved By	Version	Issue date	Review date	Contact person
Board	6	June 2019	June 2020	Paul Antrobus

1) Policy Statement

The Club welcomes comments and complaints from all members of the Clubs community. We use this process to improve our commitment to the players and staff (including volunteers) so we can provide a safe and enjoyable environment in which people can develop.

Crewe Alexandra is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made and this will not always meet the individual's requirements or expectations. For these reasons it is Club policy that all complaints should be:

- 1.1 Treated seriously and in an open manner.
- 1.2 Acknowledged immediately, preferably in writing.
- 1.3 Investigated
- 1.4 Resolved, wherever that is reasonably practical, within no longer than 13 working weeks.
- 1.5 Used feedback to improve the environment 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.

2) 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.

3) Legislation

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

4) Responsibilities

4.1 ALL CLUB STAFF have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with procedure set out below.

4.2 Designated Safeguarding officer has a responsibility for resolving a complaint and leading or contributing to an investigation into a complaint when this is considered appropriate.

4.3 The Academy Manager is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the Academy Manager is final.

4.4 The Club Board is responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is direct against the Designated Safeguarding Officer or The Academy Manager.

5) Action to Implement and Develop Policy

5.1 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 resolutions, the complaint should be submitted in writing to the Designated Safeguarding Officer.

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

Anonymous complaints cannot be investigated.

All comments/complaints will be forwarded to the Designated Safeguarding Officer who will acknowledge receipt within one working week. The Designated Safeguarding officer will then forward to the staff member

5.2 Stage two

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

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

5.3 Stage 3

If the complainant is dissatisfied with the relevant manager's response then the complaint will be forwarded to a member of the Clubs senior Management to resolve.

The Senior Manager will acknowledge receipt of the complaint within 8 working weeks to allow time for any investigations to take place.

5.4 Stage Four

If the complainant is still dissatisfied they have the right to follow the EFL complaints procedure

5.5 Complaints against the Designated Safeguarding Officer or Academy Manager

Complaints against the Designated Safeguarding Officer or Academy Manager should be addressed to the Chair of the Club Board

6) Monitoring and evaluation

6.1 The club maintain a confidential record of all complaints, appeals and outcomes and look to see if any improvement can be made to ensure a safe environment .