



GRIMSBY TOWN FOOTBALL CLUB AND ACADEMY

COMPLAINTS, APPEALS & GRIEVANCE POLICY AND PROCEDURES

Introduction

Grimsby Town Football Club [henceforth referred to as GTFC] is committed to creating and maintaining the safest possible environment at any of its venues for adults, children and young people to visit and participate in various activities and views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or person's that have made the complaint.

This policy applies to all persons irrespective of their age, culture, ability, gender, sexual identity, language, racial origin or religious belief.

Scope

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to contact us to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at GTFC knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that the complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of GTFC or any organisation working on behalf of the club.

Where Complaints Come From:



Complaints may come from any person or organisation who has a legitimate interest in GTFC, including but not restricted to, staff, players and coaches, supporters and other Football Clubs. A complaint can be received;

- Verbally
- By phone to 01472 605050,
- By email to customerservices@gtfc.co.uk,
- In writing to Customer Services, Grimsby Town FC, Blundell Park, Cleethorpes DN35 7PY

Confidentiality:

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements as per the General Data Protection Regulations 2018.

Receiving Complaints

Stage One

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to GTFC
[for example: parent, player, coach, etc].
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints:

Stage Two

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information should be passed to Ian Fleming Chief Executive Officer or Nick Dale, Operations & Safety Manager within 7 days.
- On receiving the complaint, it shall be recorded in the complaints register. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.



Ideally complainants should receive a definitive reply within 15 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The third stage allows the complainant to refer their problem to The FA which is the governing body for the game in England and is primarily responsible for all regulatory aspects of the game.

Customer Relations, The Football Association, Wembley Stadium, PO Box 1966, London, SW1P 9EQ
Tel: [0] 800 389 0699 [Mon-Fri, 9am-5pm]

Final Stage

The final option is for the complainant to refer their complaint to the Independent Football Ombudsman which has a clear remit to receive and adjudicate on complaints from football supporters and participants which have not been resolved by the football authorities.

The Independent Football Onbudsman, Suite 49, 33 Great George Street, Leeds, LS1 3AJ
Tel: 0800 588 4066 E-mail: contact@theifo.co.uk

Complaints made by Staff

This policy and its procedures also sets out the informal and formal stages which must be followed to comply with the Arbitration and Conciliation Advisory Service [ACAS] Code of Practice 2009, when dealing with complaints from staff/employees.

In addition, the following principles will be followed in the consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay
2. Both employee and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case
3. Meetings will be at a reasonable time and location
4. All relevant information will be provided to both employer and employee in advance of any meeting under the procedure
5. The appeal meeting at step 3 will be chaired by the Chief Executive Officer at GTFC.



6. If the employee or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

Representation

The employee has the right to be accompanied by a friend, work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

Informal Discussion

If you have a grievance about your employment you should speak to your line manager, lead coach about it and discuss it informally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way.

Formal Procedure

Step 1 - Written Statement by employee

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your manager, lead coach so that its consideration takes place in a more formal setting.

Step 2 - Meeting

Your line manager, lead coach will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within 14 days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to the Chief Executive Officer. That individual will arrange to meet with you and will give you a response within 15 working days. If this is not possible, they will inform you of the reason for the delay and when you can expect a response.



Step 3 is the final stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.

Footnote: As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.

Monitoring and Review

This policy and procedures have been adopted by the Board of Directors of the football club in line with their overall safeguarding structure. The policy will be reviewed every two years or sooner in line with any changes to legislation or guidance as the result of a national incident.

[This policy will be reviewed on an annual basis]