



## **Barrow AFC- Complaints Policy 2021**

The Club strives to provide and maintain a high level of service for all supporters and visitors to the Club.

However, despite the best efforts of the staff, we do understand that problems can occur. We encourage any supporter who feels that they have been mistreated in any way to bring the matter to the attention of the Club, who can then attempt to address and solve the issue to the best of their ability.

Any matchday issues should be raised with the Supporters Liaison Officer or a Ticket Office employee at the Matchday Ticket Office, or a member of the matchday safety team as soon as they arise. The sooner we are aware of any problems that are occurring, the sooner we can deal with them.

If you feel that your issue on matchday was not correctly resolved, or if you would like to discuss something unrelated to a matchday, please contact us.

General enquiries response times may vary due to the high volume of calls, particularly when match tickets go on sale. Any complaints or general enquiries can be made by ringing 01229 666010 or e-mailing [office@barrowafc.com](mailto:office@barrowafc.com)

The Club will endeavour to answer your complaint as soon as possible. However, due to many staff members not being based at the Club and others just working on the day of a fixture, it is not always possible for us to get in touch with you straight away.

### **Policy Statement**

The Club welcomes comments and complaints from all members of the Club community and from supporters.

We use this process to improve our services for stakeholders, fans and the wider community in which we exist.

Barrow AFC is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made, or the service offered will not meet an individual's requirements or expectations. For these reasons, it is Club policy that all complaints should be:

Treated seriously and in an open manner

Acknowledged immediately, preferably in writing

Investigated

Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks

Used as feedback to improve the Club



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.

### **Scope**

The policy applies to all members of the Club but does not replace procedures for staff grievances and disciplinary action. Those procedures should be used where appropriate.

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

### **Responsibilities**

All Club Staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

Heads of Department have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

The Chief Executive is responsible for resolving complaints which have not been resolved. The decision made by the Chief Executive is final.

The Board of Directors is responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against the Chief Executive or a Director.

### **Stage 1**

The Club expects complaints to be made informally to a member of staff in the first instance. The Club will then forward to the relevant member of staff. Where this does not result in satisfactory resolution, the complaint should be submitted in writing to the Club. The Club usually expects complaints to be made by the person concerned. However, it will consider complaints made by a parent or advocate.

Anonymous complaints cannot be investigated.

### **Stage 2**

It is the Club's policy to respond to supporters within a maximum of seven working days and this will be done either by telephone, email or letter explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work. If it is not possible to provide a full response at that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication.



### **Stage 3**

If the complainant is dissatisfied with the relevant manager's response, then the complaint will be forwarded to the CEO to resolve. The CEO will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place.

The Chief Executive's decision is final.

The total comments/complaints procedure should be finalised in no more than 13 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress

### **Stage 4**

Complaints against the Chief Executive should be addressed to the Chairman of Barrow AFC at the Club's address.

If the matter is still not resolved you can contact:

The Independent Football Ombudsman

Suite 49

57 Great George Street

Leeds

LS1 3AJ