



**THE GREAT BRITAIN
DISABILITY FOOTBALL ASSOCIATION**

COMPLAINTS AND RESOLUTION POLICY & PROCEDURE

1. Scope

This policy and procedure defines the principles and methods to be followed for the resolution of complaints from stakeholders and customers of the Great Britain Disability Football Association (GBDFA) and users of its services.

2. Notes

All complaints are considered as complaints against GBDFA and not against individual officers, service deliverers and volunteers, even if the complainant names individual people.

This Complaints Resolution Procedure is separate from the Code of Conduct and from the Grievance Procedure.

3. Aims

This Procedure aims to:

- a. provide an effective means for people who engage with GBDFA or use its services (or their representatives) to inform GBDFA of any dissatisfaction they may have with the quality and/or nature of that engagement or those services
- b. confirm the individual person's right to complain and disagree
- c. ensure that complaints are acted upon effectively and impartially
- d. resolve complaints quickly and as close to the point of delivery as possible
- e. inform planning and resource allocation.

This Procedure should result in the satisfactory resolution of the complaint, and information on which service improvements can be based. It operates across all areas of GBDFA's activities.

4. GBDFA sets high standards in its stakeholder engagement, and across the full range of services it offers, and aims to deliver these standards at all times. As part of this commitment to service GBDFA welcomes comments (negative and positive) on its performance.

5. If you have a complaint GBDFA will need to know:

- a. your name and details of how to contact you
- b. details of your complaint
- c. what you want GBDFA to do to put things right

6. GBDFA will:

- a. treat your complaint fairly, courteously and in confidence
- b. acknowledge and investigate your complaint quickly
- c. give the name of the person dealing with the matter
- d. apologise if GBDFA has made an error and will make every effort to put things right
- e. GBDFA has developed a simple complaint procedure, which will ensure that your

complaint is swiftly resolved.

7. How to report your complaint

- a. **Step 1** – Initial complaint. Minor complaints should be dealt with immediately. If you are dissatisfied with any aspect of the service you receive, you should initially speak with the individual officer/service deliverer/volunteer concerned. GBDFFA hopes that most complaints can be settled quickly as possible by this process.
- b. **Step 2** – If you are not satisfied:
 - i. If you are not satisfied with the initial response you should write or email to: GBDFFA, c/o Wharton Consulting, Harrogate Business Centre, Hammerain House, Hookstone Avenue, Harrogate, North Yorkshire HG2 8ER. Email: neil.tunncliffe@btconnect.com.
 - ii. You will receive a written acknowledgement (if possible within 3 working days).
 - iii. Your complaint will be investigated carefully and thoroughly.
 - iv. You will receive a full written response within 10 working days.
- c. **Step 3** - Formal complaint:
 - i. If you believe your complaint requires further attention you should appeal in writing to the Chair of the Board, who will convene a Complaints Panel to address your complaint. The Chair can be contacted via GBDFFA, c/o Wharton Consulting, Harrogate Business Centre, Hammerain House, Hookstone Avenue, Harrogate, North Yorkshire HG2 8ER.
 - ii. You will receive a written acknowledgement (if possible within 5 working days).
 - iii. The Complaints Panel will investigate your complaint carefully and thoroughly.
 - iv. After the hearing you will receive a full written response. The findings of the hearing and its recommendations shall be final.

8. Official Complaints

- a. GBDFFA will call a hearing within 21 days at, which should be present:
 - the complainant
 - any person nominated by the complainant who they feel will be of assistance to them. The name and relationship to the individual to be advised to the Chair prior to the hearing taking place.
 - the Chair of GBDFFA or nominated Board member.
 - the individual against whom the complaint is made
 - any person nominated by the individual who they feel will be of assistance to them.
 - Two members of the GBDFFA Board
 - The Company Secretary of GBDFFA
- b. The findings of the hearing and its recommendations shall be final.

Document Control:

<i>Policy Details</i>			
Complains and Resolution Policy and Procedure			
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