

COMPLAINTS POLICY



Policy Statement

The Club welcomes comments and complaints from all members of the Club community and from the general public. We use this process to improve our services for stakeholders, fans and the wider community in which we exist.

Cambridge United FC 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 14 working weeks.
- Used as feedback to improve the service 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. The Club will also ensure that all complaints are handled in line with the principles of confidentiality and data protection, and complainants' personal information will only be shared with those who need to know to address the issue.

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. This policy also applies to complaints concerning discrimination, harassment, or victimisation, which will be addressed in accordance with the Equality Act 2010.

Legislation

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. All staff must also ensure that the complaints process is accessible to everyone. Where required, the Club will provide reasonable adjustments or alternative formats to support complainants with disabilities, language barriers or additional needs.
- Senior Managers have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

- 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 members of the Senior Management Team.

Actions to Implement and Develop Policy

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 resolution, the complaint should be submitted in writing to Cambridge United FC. 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.

All comments/complaints will be forwarded to Cambridge United FC who will acknowledge receipt within one working week. Cambridge United FC will then forward to the relevant member of staff. Where a complaint raises safeguarding concerns relating to children, young people or vulnerable adults, it will be referred to the Club's Designated Safeguarding leads and, where appropriate, to statutory authorities in line with the Club's Safeguarding Policy

Stage Two

The relevant member of staff will respond in writing within two working weeks from date of acknowledgement, 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 the complaint requires further investigation that cannot be carried out within two working weeks, the relevant member of staff shall keep the complainant informed and specify a date when a response can be given.

In all cases, the relevant member of staff will respond at the earliest opportunity.

Stage Three

If the complainant is dissatisfied with the relevant member of staff's response, then the complaint will be forwarded to a member of the Clubs Senior Management team to resolve.

The senior manager will acknowledge receipt of the complaint within one working week, and a final reply will be completed within seven working weeks to allow time for any formal investigations to take place.

Stage Four

If the complainant is still dissatisfied with the response, then the matter will be referred to a member of the Board. The Board member will respond within three weeks. The Board member's decision is final. However, if the complainant remains dissatisfied, they may escalate the matter to an appropriate external body such as the English Football League, The FA, or the Independent Football Ombudsman.

The total comments/complaints procedure should be finalised in no more than 14 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

Monitoring & Evaluation

The Club will maintain a confidential record of complaints dealt with to feed into quality improvement processes. The Club will maintain a record of all complaints, appeals and outcomes and produce an annual report for analysis by the Board. Records of complaints will be kept securely and retained in line with the Club’s Data Protection Policy. Personal data will be processed in accordance with the UK GDPR and Data Protection Act 2018, and complainants have the right to request access to their data held by the Club.

Effective Date	August 2023
Policy Author	Head of Operations
CEO/Board Approver	Board
Board Director Signature	
Review Date	September 2026

Review History

Version	Date	Review details	Authorised by Board/CEO
1	August 2023		Board
2	September 2024		
3	August 2025		
4	July 2026	Grammatical changes only.	
5	September 2026	Review of response timeframes	