



Complaints Policy and Procedure

Upon receiving a complaint, we aim to:

- deal with it promptly, politely and, when appropriate, confidentially;
- acknowledge the complaint in writing
- respond within a reasonable timeframe
- respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;

It is the complainant's responsibility to:

- bring their complaint to our attention as soon as is practically possible
- follow the correct complaints procedure (outlined below)
- explain the problem as clearly as possible
- maintain a courteous and respectful manner throughout the process

We recognise that many concerns will be raised informally, and dealt with quickly.

Complaints Procedure

Stage 1

The complaint should be made via email and sent to the Club Secretary (bhickman@halashawks.co.uk).

If your complaint requires urgent attention, you can telephone by calling 07758202035 and talking to the Club Secretary. If the Club Secretary does not answer the phone, please leave a message and we will return the call.

The Club Secretary will acknowledge the complaint within a reasonable timeframe and respond with the club's findings and any actions taken.

Stage 2

If you are not satisfied with the initial response, you can request that your complaint be forwarded on to the Senior Club Committee.

The Club Secretary will acknowledge that this has been done within a reasonable timeframe and respond with the club's findings and any actions taken.

Stage 3

If you are not satisfied with the response from Stage 2, you have the option of writing to Birmingham County FA (www.birminghamfa.com).

We aim to learn from complaints, use them to improve our club, and review annually our complaints policy and procedures.

SAFEGUARDING

If your complaint is a safeguarding concern, please contact one of our Club Welfare Officers (www.halashawks.co.uk/contact-us/)

