



**COMMUNITY SPORTS  
& EDUCATION  
TRUST**

REGISTERED CHARITY NO: 1102239

# **Watford Football Club's Community Sports and Education Trust**

## **Complaints Policy**

## **Purpose**

The Trust take all complaints seriously and aim to resolve them quickly, fairly and effectively, we will commit to dealing with all complaints sensitively.

## **Definition**

We define a complaint as a situation or instance where either an individual or organisation considers that the Trust has fallen short of their reasonable expectations and wishes to express their dissatisfaction. A complaint can be communicated to the Trust via various channels including telephone, email, mail or in person.

Watford FC's Community Sports and Education Trust  
Vicarage Road Stadium  
Vicarage Road  
Watford  
Hertfordshire  
WD18 0ER

Our Complaints Policy and associated Procedure is designed to ensure the following.

1. Complaints will be handled
  - Confidentially
  - Fairly
  - Promptly
2. Staff will endeavour to
  - Be courteous to the complainant
  - Respond positively
  - Offer constructive solutions
3. Formal written complaints will be
  - Recorded
  - Responded to within seven working days of receipt.
  - Reviewed by Senior Management
4. The complaints procedure will be
  - Reviewed by our board of trustees.
  - Made available to all staff
  - Reviewed and evaluated periodically
5. Anonymous feedback will be
  - Reviewed by a manager
  - Discussed with the relevant person where appropriate
  - Monitored.

**PROCEDURE** The following procedure will be used in respect of all written and verbal complaints;

## **Our Complaints Process**

The Trust recognises that complaints are an important part of customer feedback, we aim for our reporting procedure to be fair and accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation. Making a complaint will not harm or prejudice the service that is given to the complainant. Complainants will be treated with respect and receive appropriate support throughout the handling of the complaint. If the complainant is not happy with the result of the response they will have the right to appeal. 'We consider complaints as an opportunity to learn, and where appropriate to improve our service.'

### **Stage 1**

In order to make an initial complaint (Stage 1) please speak to (or email) the individuals concerned or their line manager (Appendix 1). If you are unsure who to contact or do not wish to contact the individual involved please email [trustops@watfordfc.com](mailto:trustops@watfordfc.com).

We will acknowledge your complaint no later than three working days after receipt. We will respond to a stage 1 complaint within seven working days.

### **Stage 2**

If you are dissatisfied with the response you receive at stage 1, or if you would prefer your complaint to be formally investigated you can request for your complaint to be escalated through to stage 2. This can be done via your stage 1 contact or via the Trust Head of Skills and Safeguarding [rob.clarke@watfordfc.com](mailto:rob.clarke@watfordfc.com). Your complaint will be acknowledged within three working days. The Head of Skills and Safeguarding will investigate your complaint and any previous correspondence. You will receive a full written response within twenty working days from the date of acknowledgement.

If you are still dissatisfied with the response to your complaint you will be given the opportunity to speak to another Senior Manager and/or the Community Director and given the option to appeal again (stage 3).

### **Stage 3**

To appeal at stage 3 please outline the reasons for your dissatisfaction in writing or electronically to the Community Director. An appeal panel made up of three members, to include a Trustee, with no previous involvement in the complaint will be convened to consider your appeal.

The chair of the appeals panel (Community Director) will respond within thirty working days of receiving the appeal to confirm the final decision of the panel and/or any action which may be taken in light of the complaint.

## **Charity Commission**

Following a stage 3 appeal if you are still dissatisfied with the Trust's complaint process you may contact the Charity Commission who will be able to advise on whether they might be able to assist

[http://www.charitycommission.gov.uk/About\\_us/Contacting\\_us/default.aspx](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx).

## **Equal Opportunities**

Watford FC's Community Sports & Education Trust is committed to being a fair employer and involver of volunteers and a fair service provider. We want a workplace and volunteering environment where everybody has equality of opportunity and we want equality of treatment for those we provide services and support to, or otherwise encounter.

Promoting equality and diversity is an essential part of our mission and values and key to our effectiveness.

Our diversity vision is that we should 'act inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for the diverse society in which we operate'

Our Equality and Inclusion policy aims to promote equality and diversity, ensuring that delivery of our objectives and the demonstration of expected behaviors is the responsibility of all staff, trustees and volunteers within the Trust.

## Appendix 1

Watford FC's Community Sports and Education Trust - Senior Leadership Team			
Name	Job Title	Email Address	Telephone Number
Rob Smith	Community Director	<a href="mailto:rob.smith@watfordfc.com">rob.smith@watfordfc.com</a>	01923 496 258
Rob Clarke	Head of Skills and Safeguarding	<a href="mailto:rob.clarke@watfordfc.com">rob.clarke@watfordfc.com</a>	01923 496 256
Neil Deans	Head of Sport and Education	<a href="mailto:neil.deans@watfordfc.com">neil.deans@watfordfc.com</a>	01923 496 275
Steve Williams	Head of Facilities and Inclusion	<a href="mailto:steve.williams@watfordfc.com">steve.williams@watfordfc.com</a>	0208 4214 676
Andrew Garlick	Head of Health and Wellbeing	<a href="mailto:andrew.garlick@watfordfc.com">andrew.garlick@watfordfc.com</a>	01923 496 385

Policy Name	Complaints Policy
Effective Date	July - 2019
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Approved by Board	July - 2019

