

COMPLAINTS

Policy Statement





Complaints Policy Statement

Date of statement: August 2020

This policy statement supersedes any other complaints policy.

Complaints Policy Statement

Bristol City Football Club, Bristol City Academy, Bristol City Women's Football Club, Bristol City Robins Foundation, Bristol Bears Rugby, Bristol Bears Women, Bristol Bears Academy, Bristol Bears Foundation, Bristol Flyers, Bristol Flyers Foundation, Bristol Sport Foundation, Ashton Gate and Bristol Sport are collectively referred to as "the Company".

The "Company" welcomes comments and complaints from all members of the "Company" 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.

The "Company" is committed to the continuous improvement of the services it provides. It recognises that, occasionally, mistakes will be made, or the service offered will not meet an individual's requirements or expectations. For these reasons it is "Company" policy that all complaints should be dealt with in line with the "Company" Complaints procedure policy.

This policy applies to "the Company's" directors, officers, consultants and employees (full-time, part-time, temporary, seasonal, voluntary). It also applies to agency workers, or self-employed contractors. The policy also applies to all members of the "Company" community but does not replace procedures for, staff grievances and disciplinary action: those procedures should be used where appropriate.

Principles

All complaints will 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 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 Human Rights Act 1998 applies to the operation of this policy.

Responsibilities

- **All “Company” 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.
- **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 Chief Executive** is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the Chief Executive is final.
- **The Governing Board** 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 members of the governing body.

Actions to Implement the policy

Stage One

The “Company” 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 HR department unless this is a Safeguarding issue which should then be passed to the Senior Safeguarding officer (SSO) or the relevant Designated Safeguarding Officer (DSO).

The Club usually expects complaints to be made by the person concerned. It will, however, consider complaints made by a parent or advocate.

Anonymous complaints cannot be investigated.

All comments/complaints will be forwarded to the relevant area of the “Company” and will be acknowledge within one working week.

Stage two

The relevant “Company” manager will respond in writing within one working week, 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 to the complainant. 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 the week, the manager shall keep the complainant informed and specify a date when a response can be given.

Stage three

If the complainant is dissatisfied with the relevant manager’s response, then the complaint will be forwarded to an appropriate member of the “Company’s” Senior Management team.

The appropriate senior manager 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.

Stage four (final internal Company stage)

If the complainant is still dissatisfied with the response, then the matter will be referred to the Chief Executive. The Chief Executive will respond within three weeks. 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.

Complaints against the Chief Executive or Members of the Board

Complaints against the Chief Executive should be addressed to the relevant authority for that sport. Complaints against the Board should also be addressed to the “Company” HR Director.

Monitoring & Evaluation

The “Company” will maintain a confidential record of complaints dealt with to feed into it’s quality improvement processes. The “Company” will maintain a record of all complaints, appeals and outcomes and produce an annual report for analysis by the Board.

Date reviewed	Position	Owner
August 2020	Executive Board	M.A. Martin
August 2021		

