



South West Football Academy (SWFA)

Complaints Policy

Purpose

SWFA take all complaints seriously and aims 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 SWFA has fallen short of their reasonable expectations and wishes to express their dissatisfaction. A complaint can be communicated to the us via various channels including telephone, email, or in person.

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

- Made available to all staff
- Reviewed and evaluated periodically

5. Anonymous feedback will be

- Reviewed by Senior Management
- Discussed with the relevant person where appropriate
- Monitored.

Procedure

The following procedure will be used concerning all written and verbal complaints.

Our Complaints Process

SWFA 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.'

Any complaints should be addressed to Jack Payne – Founder/Owner at jackp@southwestfa.co.uk

Equal Opportunities

SWFA 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 the delivery of our objectives and the demonstration of expected behaviours is the responsibility of all staff, trustees and volunteers within the Trust.

Thank you
SWFA