Complaints Procedure

1 We are committed to providing a high-quality service.
2 We acknowledge that we may not always get it right, so if something has gone wrong, we need you to tell us. This will help us to improve our standards of service.
3 **How do I make a complaint?**
3.1 - You can contact us in writing (by letter or email) or by telephone.
3.2 - In the first instance, it may be helpful to contact your manager or coach to discuss your concerns and they will do their best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact your Youth Rep, who will be named on our website.
3.3 - **If your complaint is a safeguarding concern, please contact** krichbell@chigwellschool.org
3.4 - If you do not feel able to raise your concerns with either of these people, or you are unsatisfied with their response, please contact Katie Oswin - Company Secretary or Simon Cornwell - Chairman whose contact details are: katie.oswin@bhfc.co.uk, or simon.cornwell@bhfc.co.uk
3.5 - To help us to understand your complaint, and in order that we do not miss anything, please tell us:
3.5.1 - your full name and contact details;
3.5.2 - what you think we have got wrong;
3.5.3 - how you would like your complaint to be resolved; and
3.5.4 - your team name and manager
3.6 - If you require any help in making your complaint, we will try to help you.
4 How will you deal with my complaint?
4.1 - We will write to you within 2 working days acknowledging your complaint, enclosing a copy of this policy.
4.2 - We will investigate your complaint. This will usually involve:
4.2.1 - reviewing your complaint;
4.2.2 - liaising with the team manager or the necessary person
4.3 - We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
4.4 - We will update you on the progress of your complaint at appropriate times.
4.5 - We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference
4.6 - We will write to you at the end of our investigation to discuss action points and process. Where possible, we will aim to do this within 21 days of the date of our acknowledgement.
4.7 - We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to Essex FA.
4.8 - Before accepting a complaint for investigation, Essex FA will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Essex FA:
4.8.1 - within six months of receiving our final response to your complaint;
and
4.8.2 - no more than one year from the date of the act or omission being complained about;
or
4.8.3 - no more than one year from the date when you should reasonably have known there was cause for complaint.
4.9 - If you would like more information about Essex FA, please contact them.
Visit: https://www.essexfa.com/about/contact-us
Call: 01245 393082 between 09.00 to 17.00
Email: enquiries@essexfa.com
The County Office, Springfield Lyons Approach, Chelmsford, CM2 5LB