East Bierley Community Sports Association

Complaints and Feedback Policy

08/07/2025

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Document Control.

Document Information.

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08/07/25	1.0	Policy created	Chris Marsden

1. Policy Statement

EBCSA is committed to providing a welcoming, safe, and inclusive environment for all users of its facilities. We value all feedback – positive or negative – and view complaints as opportunities to learn, improve, and enhance our service. All concerns will be handled professionally, fairly, and promptly

2. Purpose

This policy outlines how individuals can submit feedback or complaints, and how EBCSA will manage and respond to them.

3. Scope

This policy applies to:

- All facility users, including clubs, hirers, visitors, volunteers, and members of the public.
- Feedback or complaints related to EBCSA facilities, staff, events, or general operations.

It does not cover complaints about individual clubs or coaches, which should be directed to the relevant organisation unless it involves shared facilities or safeguarding.

4. Principles

- All feedback is welcomed in the spirit of continuous improvement.
- Complaints will be treated seriously and respectfully.
- Confidentiality will be maintained where appropriate.
- Complainants will not face discrimination or negative treatment for raising concerns.

5. Types of Feedback

- **General feedback** – Suggestions or praise to help us improve.
- **Informal complaint** – A minor issue that can be resolved quickly (e.g. cleanliness, noise, access).

- **Formal complaint** – A serious or ongoing issue requiring investigation or action.

6. How to Submit Feedback or a Complaint

Individuals may:

- Speak directly to an EBCSA representative on site
- Email: info@ebcsa.co.uk
- Complete an online or printed feedback form

All submissions should include:

- Name and contact details (anonymous complaints will be considered but may limit investigation)
- A clear description of the concern or suggestion
- Any relevant date, time, or supporting evidence

7. Safety & Conduct

Process for Handling Complaints

1. **Acknowledgement:** All formal complaints will be acknowledged within 5 working days.
2. **Investigation:** The complaint will be reviewed by the appropriate EBCSA lead where complainants may be contacted for more information.
3. **Response**: A formal response will be issued within 15 working days of acknowledgement. If the issue is complex, a holding update will be provided.
4. **Appeal** (if required): If unsatisfied, individuals may escalate the complaint to the EBCSA Board of Directors for review.

8. Record Keeping

- All formal complaints will be logged securely and reviewed periodically.
- Patterns or recurring issues will be discussed by the Board to inform improvements.

9. Safeguarding Concerns

Any complaint or feedback involving the safety or welfare of a child or vulnerable adult will be escalated immediately to the Safeguarding Lead and managed in line with the Safeguarding Policy

10. Monitoring & Review

This policy will be reviewed annually, or following any major contractor-related incident or change to relevant legislation.