



Grimsby Town Sport and Education Trust

Complaints and Appeals Policy and Procedure

| | |
|----------------------------------|------------------------|
| Name of Policy | Complaints and Appeals |
| Date Drafted | July 2017 |
| Drafted by | M. George |
| Date of Review | July 2019 |
| Adopted by the Board of Trustees | July 2017 |

CONTENTS

| | |
|--------|-------------------------------|
| Page 3 | 1. Introduction |
| | 2. Scope |
| | 3. Definition of complaint |
| | 4. Where complaints come from |
| Page 4 | 5. Confidentiality |
| | 6. Receiving complaints |
| | 7. Resolving complaints |
| Page 5 | 8. Complaints made by staff |
| Page 6 | 9. Representation |
| | 10. Informal discussion |
| | 11. Formal Procedure |
| Page 7 | 12. Monitoring and Review |
| Page 8 | App.1 Flow Charts |
| Page 9 | App.2 Version Control |

1. Introduction

Grimsby Town Sport and Education Trust (henceforth referred to as GTSET) is committed to creating and maintaining the safest possible environment at any of its venues for adults, children and young people to visit and participate in various activities and views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or person's that have made the complaint. This policy applies to all persons irrespective of their age, culture, ability, gender, sexual identity, language, racial origin or religious belief.

2. Scope

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at GTSET knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

3. Definition of a Complaint:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Grimsby Town Sport and Education Trust or any of its associated members.

4. Where Complaints Come From:

Complaints may come from any person or organisation who has a legitimate interest in GTSET, including but not restricted to, staff and coaches, partners, contractors and members of the public. A complaint can be received;

- verbally,
- by phone to 01472 696481,
- in person

- or in writing to Grimsby Town Sport and Education Trust, Blundell Park, Cleethorpes DN35 7PY

5. Confidentiality:

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements as per the General Data Protection Regulations 2018.

6. Receiving Complaints:

Stage One

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to GTSET (for example: parent, player, coach, etc).
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

7. Resolving Complaints:

Stage Two

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information should be passed to Graham Rodger Chief Executive Officer within 7 days.

- On receiving the complaint, it shall be recorded in the complaints register. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 48 hours. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 10 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Three

The third stage allows the complainant to refer their problem to The EFL Trust which is the governing body for GTSET in England and is primarily responsible for all regulatory aspects of GTSET.

Contact; EFL Trust, EFL House, 10-12 West Cliff, PRESTON PR1 8HU

8. Complaints made by staff

This policy and its procedures also sets out the informal and formal stages which must be followed to comply with the Arbitration and Conciliation Advisory Service (ACAS) Code of Practice 2009, when dealing with complaints from staff/employees.

In addition, the following principles will be followed in the consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay.
2. Both employee and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.

3. Meetings will be at a reasonable time and location.
4. All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
5. The appeal meeting at step 3 will be chaired by the Chief Executive Officer of GTSET.
6. If the employee or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

9. Representation

The employee has the right to be accompanied by a friend, work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

10. Informal Discussion

If you have a grievance about your employment you should speak to your line manager, lead coach about it and discuss it informally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way.

11. Formal Procedure

Step 1 – Written Statement by employee

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your manager, lead coach so that its consideration takes place in a more formal setting.

Step 2 - Meeting

Your line manager, lead coach will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within 14 days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to the Chief Executive Officer. That individual will arrange to meet with you and will give you a response within 14 days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.

Footnote: As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.

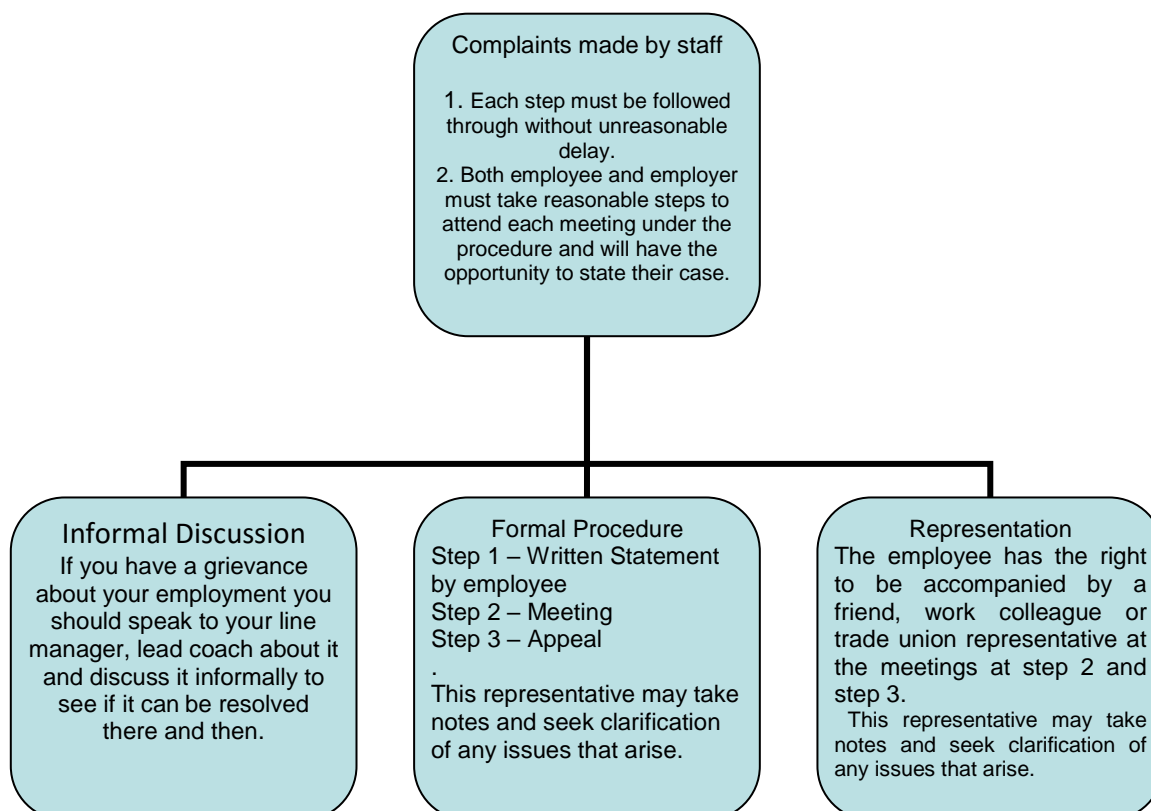
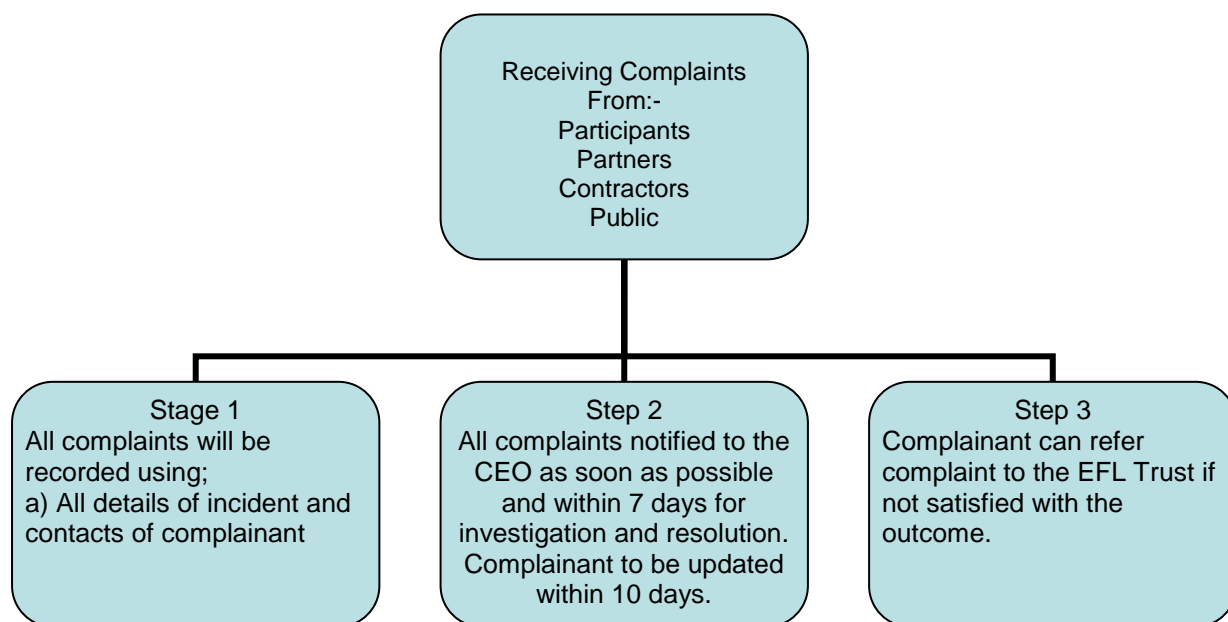
12. Monitoring and Review

This policy and procedures have been adopted by the Board of Directors of the football club in line with their overall safeguarding structure. The policy will be reviewed every two years or sooner in line with any changes to legislation or guidance as the result of a national incident.

Signed. Ian Fleming (Chair of Trustees)

Date 20th July 2017

Appendix 1 - Flowcharts on Complaints Procedures for both Public and Staff



Appendix 2

Version Control

| Version | Date | Amendment | By Whom |
|---------|----------|--|--|
| V1 | 30/01/19 | <ol style="list-style-type: none"><li data-bbox="619 443 1098 533">1. Introduction – elements to cover equality included.<li data-bbox="619 577 976 667">1.1 Legal update to Confidentiality.<li data-bbox="619 712 1110 801">1.2 Flow charts highlighting complaint procedures. | <p data-bbox="1177 443 1359 488">M. George</p> <p data-bbox="1177 577 1359 622">M. George</p> <p data-bbox="1177 712 1359 757">M. George</p> |

