



Complaints Policy

Document Version 1.0

Policy Owner:	Mark Cornish, Director
Approved by:	Directors
Last Approved Date:	February 2025
Next Review Date:	February 2026
Scope of Policy Application: <i>All staff, volunteers, players, and contractors.</i>	

Version Control

Version No.	Revision Date	Description of Changes and Reason	Change Author(s)	Approved by	Date Approved
1.0	01/02/25	Creation, replacing old policy.	Mark Cornish	Board	25/02/2025

1. DEFINITIONS

Word / Term	Definition
TAFC, us, our, or we etc.	Means Tonbridge Angels Football Club Limited, a Community Benefit Society, registered with registered number IPO 32445
Our People	All directors, officials, staff, volunteers, management, players, or contractors as applicable, and working for or engaged by TAFC.

2. PURPOSE AND SCOPE

TAFC is committed to conducting all business in a professional and ethical way and we expect all Our People to maintain the same high standards. TAFC values feedback from the public and are committed to addressing complaints in a fair, timely, and effective manner. This policy outlines our procedures for handling complaints and ensuring a satisfactory resolution for all parties involved.

This policy is for use in dealing with complaints from members of the public and third parties outside of TAFC or Our People, other than Employees. Employees should address their complaints via TAFC's Grievance Policy.

This policy does not apply to, and should not be used to consider complaints that raise to Safeguarding, Discrimination, or bullying and harassment, or whistleblowing matter, where separate rules and policies apply. See further section 8 below.

3. HOW TO MAKE A COMPLAINT

All complaints should be made in writing and sent by email to info@tonbridgeangels.co.uk, and headed with the word complaint in the subject matter.

4. INFORMATION REQUIRED

When making a complaint, please provide:

- Your name and contact details
- A detailed description of the issue and concerns
- Any relevant evidence or documentation

5. COMPLAINTS HANDLING PROCEDURE

- Acknowledgment:** TAFC will acknowledge receipt of your complaint within 7 working days.
- Investigation:** An impartial investigation will be conducted to gather all relevant information. The manner in which an investigation is conducted is a matter for TAFC's sole discretion.
- Response:** TAFC will aim respond to your complaint with our findings and proposed resolution as soon as reasonably practical. The time taken may depend on the content of the complaint, and the extent of investigation needed.
- Resolution:** If you are satisfied with the proposed resolution, the complaint will be closed. If not, TAFC will discuss the matter further with you and consider whether any further actions may be taken in order to reach a satisfactory outcome.
- Escalation:** Once a response has been provided there is no right of appeal, or process for further internal escalation.

- f. **Confidentiality** All complaints will be handled with strict regard for confidentiality to protect your privacy and the integrity of the investigation, although complainants should be aware of the need to contact some people relating to the subject matter of the complaint, in order to investigate it appropriately.
- g. **T AFC** reviews complaints and our handling procedures to identify areas for improvement and ensure continuous improvement in our services.

6. BREACHES OF THIS POLICY

The Policy is intended as a guide to assist in the fair processing of complaints. It is not intended to be strictly binding.

7. ROLES AND RESPONSIBILITIES

This Complaints Policy is approved by the Directors, who are primarily responsible for designing, implementing, overseeing, and controlling the systems, controls, and arrangements in place in relation to this Policy. The Policy is controlled by the Directors, and subject to review and amendment by them from time to time.

8. RELATED POLICIES

Where complaints involve:

- Discrimination, bullying or harassment concerns, see T AFC's Diversity, Equity and Inclusion Policy, and Anti-Bullying & Anti-Harassment Policy.
- Safeguarding concerns see T AFC's Safeguarding Policy.
- Whistleblowing concerns see T AFC's Whistleblowing Policy

9. RECORD KEEPING

T AFC will retain records relating to complaints and details of any report, investigation, and outcome will be securely maintained for a specified period, in compliance with legal and regulatory requirements. These will be processed in accordance with our Data Protection Policy.