



<b>SECTION</b>	<b>HR</b>
<b>POLICY /PROCEDURE</b>	<b>Complaints Policy</b>
<b>DATE OF CREATION</b>	<b>18<sup>th</sup> January 2019</b>
<b>VERSION</b>	<b>1</b>
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Club Doncaster welcomes comments and complaints from all members of the community and from the general public. We use this process to improve our services for stakeholders, fans and the wider community in which we exist.

Club Doncaster, and all associated brands are committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual's requirements or expectations. For these reasons it is our policy that all complaints should be:

- 1.1 Treated seriously and in an open manner
- 1.2 Acknowledged immediately, preferably in writing
- 1.3 Investigated
- 1.4 Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks
- 1.5 Used as feedback to improve the service which Club Doncaster offers

No complainant bringing a complaint under this procedure will be treated less favourably by any person formally associated with the Club Doncaster brand. If there is evidence to the contrary, this person may be subject to disciplinary proceedings.

The policy applies to all persons who come into contact with the Club Doncaster brand, but does not replace procedures for, staff grievances and disciplinary action: those procedures should be used where appropriate.

The Human Rights Act 1998 applies to the operation of this policy.

**All Club Doncaster workers** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

**Senior Managers** have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

**The Senior Executive Committee** are responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against the Chief Executive or members of the governing body.

**The Chief Executive** is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the Chief Executive is final.

## **Actions**

### **Stage One**

Club Doncaster expect complaints to be made informally to a member of staff in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing to HR, Safeguarding & Equality Manager Kirsty Cavanagh.

Club Doncaster usually expects complaints to be made by the person concerned. However it will consider complaints made by a parent or advocate.

Anonymous complaints may not be able to be investigated.

All comments/complaints will be forwarded to the Senior Executive Committee who will acknowledge receipt within one working week. They will then forward to the relevant Club manager/ investigating officer .

### **Stage two**

The relevant person will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

### **Stage three**

If the complainant is dissatisfied with the relevant manager's response then the complaint will be forwarded to a member of the Club Senior Management resolve.

The senior manager will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place.

### **Stage four**

If the complainant is still dissatisfied with the response then the matter will be referred to the Chief Executive. The Chief Executive will respond within three weeks. The Chief Executive's decision is final.

The total comments/complaints procedure should be finalised in no more than 13 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

## **Monitoring & Evaluation**

**Club Doncaster** will maintain a confidential record of complaints dealt with to feed into quality improvement processes. Complaints of an equality and diversity & safeguarding nature will be presented to the board on a quarterly basis.