

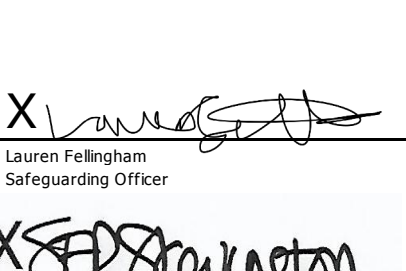




Complaints Policy and Procedure

Ipswich Town Football Club and Ipswich Community Trust

Updated Version 3

Date of Last Review	Next Review	Who	Signature and Date
Version 1- June 2018	1: June 2019	Mark Andrews	 _____ Mark Andrews Safeguarding Manager
Version 2- June 2019	2: June 2020	Lauren Fellingham	 _____ Lauren Fellingham Safeguarding Officer
Version 3- January 2021	3: January 2022	Sian Skevington	 _____ Sian Skevington

Policy Statement

Ipswich Town Football Club and Ipswich Town Community Trust welcomes comments and complaints from the general public, employees, staff and stakeholders. We use this process to improve services in the wider community in which we exist.

Ipswich Town Football Club and Ipswich Town Community Trust are committed to the continuous improvement of the service 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:

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

Scope

The policy applies to all members of the community but does not replace procedures for staff grievances and FA case management processes. Those procedures should be used where appropriate.

Responsibilities

All ITFC and Ipswich Town Community Trust staff has a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below. Ipswich Town Football Club and Ipswich Town Community Trust have a responsibility for resolving a complaint and leading or contributing to an investigation into a complaint when this is considered appropriate. The EFL is responsible for resolving complaints which have not been resolved during the first stages with the club.

What can be complained about?

You can complain about:

- The quality and standard of any service we provide.
- Failure to provide a service
- The quality of our facilities
- Unfair treatment or inappropriate behaviour by a member of staff.

The complaint may involve more than one aspect of the above, more than one department, or be about someone working on our behalf e.g. a volunteer.

What complaints we can't deal with

There are some issues we are unable to deal with through our complaint handling procedure. These include:

- A request under Freedom of Information or Data Protection legislation

- A request for information or an explanation of policy or practice.
- An issue which is begin or has been considered by a court or tribunal.
- An attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

How to make a complaint and the procedure

Our complaint procedure has two stages:

Stage 1- Ipswich Town Football Club and Ipswich Town Community Trust aim to resolve complaints as quickly as possible. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem at hand. Where possible you should raise the problem with the relevant staff member. This can be done face to face, by phone, in writing or by an email. Ipswich Town and Ipswich Town Community Trust will give you our final decision at Stage 1 within 5 working days, unless there are exceptional circumstances.

The Ipswich Town Football Club contact details are:

By Post- Ipswich Town Football Club, Portman Road, Ipswich, Suffolk, IP1 2DA

By Telephone- 01473 400500

By Email- enquiries@itfc.co.uk

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to take your complaint to Stage 2, you may choose to do this immediately or shortly after your initial decision.

Stage 2- This stage deals with 2 types of complaint- those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. Although we will also accept complaints that are made in person or on the phone, we encourage you to follow this up in writing or by email in order to best assist the investigation process. In Stage 2 we will:

- Acknowledge receipt of your complaint within 3 working days and tell you who is dealing with your complaint.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days.

If you are still not happy with the outcome of the investigation, the case will be referred to the EFL who will refer the case to the relevant EFL Departmental Manager. They will aim to respond to the case within 28 working days and will explain the result of the complaint.

The contact details for the EFL Supporter Services are:

By Post- Supporter Services Department, EFL House, 10-12 West Cliff, Preston, PR1 8HU.

By Telephone- 01772 325829

By Email- enquiries@efl.com

Normal office hours are 8am to 6pm, Monday to Friday.

If a member of the public is still unhappy with the decision made by Ipswich Town Football Club and the EFL they have the right to submit a complaint to the Independent Football Ombudsman (IFO) after 28 working days.

The IFO have been established by the football authorities as the final stage in the football's complaint process, They are accredited as an Approved Alternative Dispute Resolution (ADR) body under the 2015 Alternative Dispute Resolution Consumer regulations issued by the government. The IFO can check that a case has been fairly handled and that due process was followed although the IFO does provide an alternative interpretation of EFL regulations or EFL board decisions.

The IFO contact details are:

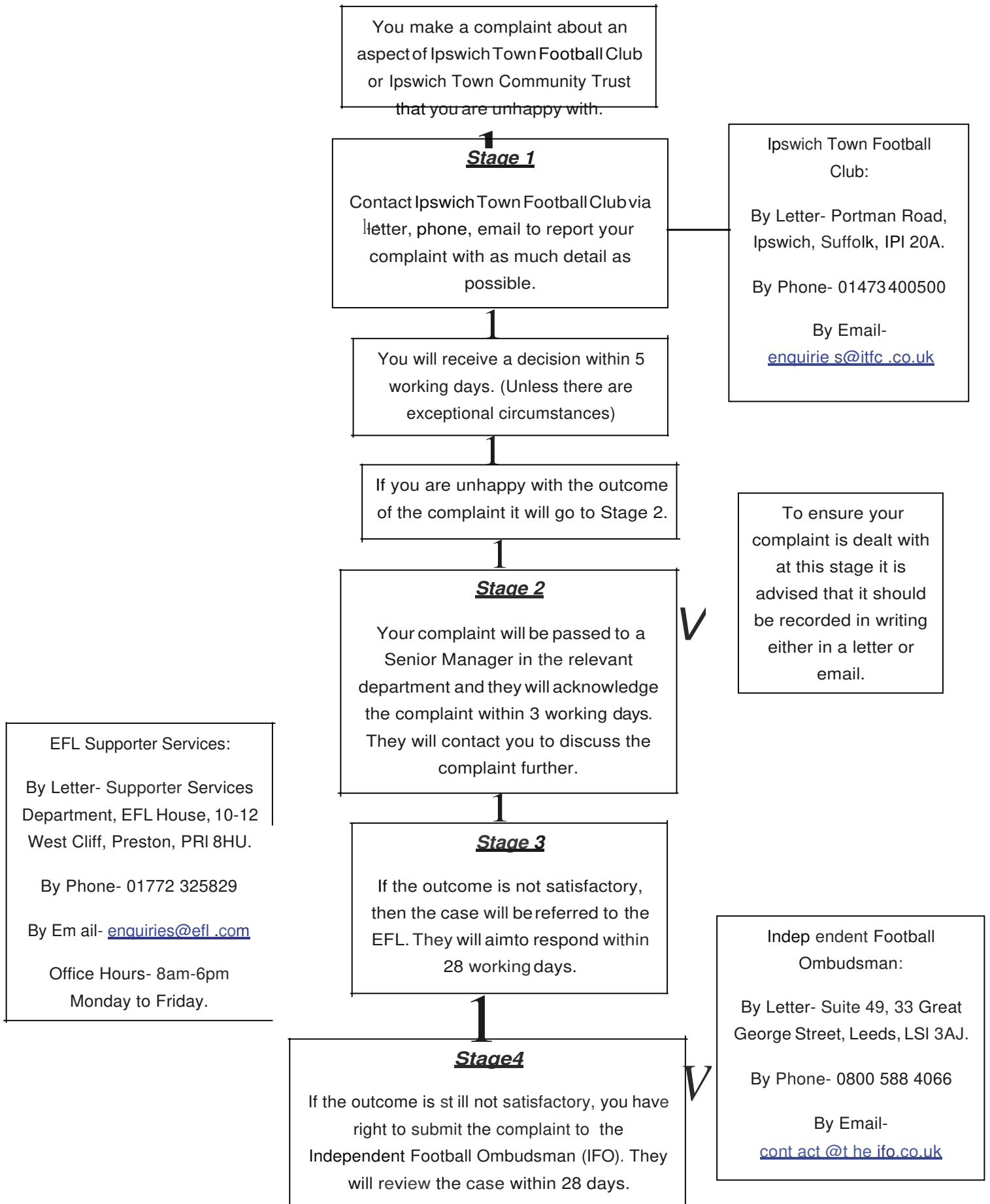
By Post- The Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds, LS1 3AJ

By Email- contact@theifo.co.uk

By Phone- 0800 588 4066

By the Website- www.theifo.co.uk

Appendix 1- Flowchart of Complaint Process



Process for dealing with Unacceptable Behaviour from Complainants

Ipswich Town Football Club and Ipswich Town Community Trust aim to provide a service that is responsive to the complaints made by fans, customers, young players, parents and carers or any other person who may use our services. However, Ipswich Town Football Club and Ipswich Town Community Trust retain the right to respond appropriately, where we consider any person's behaviour to be unacceptable. We need to ensure that Ipswich Town Football Club and Ipswich Town Community Trust staff and other users of the service to not suffer any disadvantage from complainants who act in an unacceptable manner.

This section of the policy sets out the approach which will be taken in circumstances where the actions or behaviour of an individual are considered to be unacceptable. This applies to anyone who is interacting or communicating with Ipswich Town Football Club and Ipswich Town Community Trust including complainants and their representatives.

Definitions and Examples of unacceptable behaviour

Ipswich Town Football Club and Ipswich Town Community Trust understands that people may act out of character in times of frustration or distress. Our staff recognises this and as such, would not necessarily view a complainant's actions or behaviour to be unacceptable solely because they appear to be assertive or determined.

However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands, on or unacceptable behaviour towards Ipswich Town Football Club and Ipswich Town Community Trust staff. It is these actions or behaviour that we consider unacceptable and aim to manage under this guidance. We have grouped these actions or behaviour under two broad headings: aggressive, offensive or abusive actions or behaviour and unreasonable demands or persistence. All our staff have the right not be subjected to any of this behaviour regardless of the circumstances.

Examples of actions or behaviours grouped under these headings are:

- Threats
- Physical violence
- Personal verbal abuse
- Derogatory remarks
- Rudeness

These can also be committed online via social media.

There may be some instances when an individual may have unreasonable demands which may make it difficult for the complaint to be dealt with efficiently and effectively. These include:

- Requesting responses within an unreasonable timescale
- Insisting on seeing or speaking to a particular member of staff
- Continual phone calls, emails or letters
- Changing the substance of the complaint
- Raising unrelated concerns.

Procedure for handling unacceptable behaviour

If any individual at Ipswich Town Football Club or Ipswich Town Community Trust considers the actions or behaviours of a customer as unacceptable, we will tell them why we find it unacceptable and we will give them the opportunity to modify their actions or behaviour.

If any staff at Ipswich Town Football Club or Ipswich Town Community Trust experience unacceptable behaviour over the telephone, they have the right to place callers on hold to seek further advice from their Line Manager as to how to deal with this situation. Staff are accountable for their actions and are required to log all instances of these calls.

We will record all incidents of unacceptable actions or behaviours.