

Cambridge City Football Club

Complaints Policy



What is a complaint?

An oral or written expression of dissatisfaction about any aspect of the services provided by Cambridge City Football Club.

Process

- We encourage any of our supporters, key stakeholders or members of our local community to make a complaint should they feel necessary. The opportunity to raise a concern or make a complaint is an essential right for all those who use the services provided by our Football Club or come in to contact with us in other ways. Complaints can be a valuable way of evaluating and improving our services, and of ensuring that we are responsive to the needs and preferences of people who use them.
- The Club's complaints process is intended to be simple to use, easily understandable and effective. To ensure fairness, any investigation required will be carried out by someone who was not involved in any way with the incident relating to the complaint. We will respect the confidentiality of both the complainant and the person/people being complained about.
- Cambridge City FC is committed to promoting inclusion, valuing diversity and eliminating discrimination throughout the club and will not treat anyone less favourably on the grounds of: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race (including colour, nationality, and ethnic or national origin), Religion or Belief, Sex (gender) and Sexual Orientation. Or in any other way as defined by the Equality Act 2010 and all subsequent legislation.
- We recognise that making a complaint can feel difficult and stressful; we will deal with any complaint with respect, and compassion. Whatever the stage of a complaint, a complainant can expect a supportive and helpful response from our staff and volunteers, together with honesty and transparency throughout the process.
- To make a complaint please e-mail the Safety Officer, Phil Brasher safetyofficer@cambridge-city-fc.com
- All Complaints will be taken seriously and acknowledged promptly. We will respond within 10 working days to confirm how your complaint is be taken forward including the timeframes in which we aim to complete any investigation.

Complaints Procedure – Key steps

Stage 1- Dealing with Concerns / Complaints

- Every fan has the right to enjoy the football experience free from disruptive behaviour (See CCFC 'Ground Regulations' October 2022 which sets out the expectations of spectators). Often concerns about those not adhering to this Code or displaying any form of inappropriate behaviour can be dealt with at the time by informing a **match steward**. The mobile number and photo of the **Club's Safety Officer** is shown in match programme for those unable to locate or report the matter to a steward.
- Where possible issues raised will be addressed and resolved on the day. **All concerns** should be **recorded** by the person to whom it is made, noting what it's about / action taken / any further action required and then passed to the safety officer
- Concerns and complaints can also be made **about any areas of dissatisfaction** with the services provided by Cambridge City FC, either on a match day or at any other time
- An email address /contact details is available for those wishing to report concerns after a match, including those about more serious issues, such as any form of discriminatory behaviour.
- The **Safety Officer**, as the first point of contact, will coordinate the initial stages of this process, starting with contacting the complainant within **5 working days** of them reporting the matter, to discuss next steps: i.e., close it if they are satisfied that it has been resolved or alternatively escalating this to a formal investigation (stage 2)
- The **Safety Officer** will alert the CCFC Chair (or, if unavailable, the Vice Chair) where a complaint is likely to require a stage 2 investigation
- **All Complaints about racism and any form of discrimination** (including bullying, abuse or victimisation of any individual) should be referred to a sub – group of the Equality and Diversity Committee for consideration and advice about whether a formal stage 2 investigation should be commenced, and if so, the issues that will require further exploration.

Stage 2 – Formal Investigation

- Where a complaint is being progressed to this stage, the **Safety Officer** will collate all the information and discuss this with the CCFC Chair / Vice Chair
- The Chair/Vice Chair will recruit **three directors** (who have had no involvement with the incident) to form a **complaints sub-committee**



- Where necessary **one** of these directors will be appointed to undertake a further investigation
- This will involve contacting the complainant (within **10 working days** of them making the complaint) and the person/people against whom the complaint has been made, to explain the next steps; undertake a full investigation; report findings to the complainant including any actions that will be recommended to the CCFC Board.
- Report outcome of Investigation to CCFC Board with recommendations. These could include sanctions such as removal from their post or role with CCFC or banned from attending CCFC matches - in the most serious cases for life.
- Inform all parties involved of CCFC Board decision within **28 working days** of the Stage 2 investigation being commenced.
- Any **appeal** about the outcome of the investigation should be put in writing or by e mail (within 5 working days) by the complainant to the CCFC Chair / Vice Chair who will review the evidence and discuss with the CCFC Board whether there are grounds for changing the original decision.

The Safety Officer (with input from the Equality & Diversity Committee) will present an annual review of concerns/complaints made and their outcome to CCFC Board, identifying: lessons learned, any trends and suggested remedial actions.

Authorised by Cambridge City FC Board 10th November 2022.