



English Schools' Football Association

## **Comments, Compliments and Complaints**

The ESFA is committed to providing a high quality service to its membership, its stakeholders and the players it provides for. In the event that you are dissatisfied with an ESFA matter, the procedure below outlines the process by which you can raise your concern. It also provides the means for you to give us any other feedback which may help us to continually improve our operations.

Please note that this procedure does not apply to the administration of national competitions: the process for protest/appeal in these circumstances is outlined in the General Competitions Rules, found on the ESFA's website ([www.esfa.co.uk](http://www.esfa.co.uk)), under the "resources" tab.

### **Comments and Compliments Procedure:**

Should you wish to comment or compliment us on your experience with the ESFA, please do so by completing the comments and compliments form, and email it to [admin@schoolsfa.com](mailto:admin@schoolsfa.com), or post it to the Head of Administration, English Schools' FA, Staffordshire Technology Park, 4 Parker Court, Stafford ST18 0WP. We may not routinely acknowledge your comment or compliment, so thank you in advance for getting in touch and giving us your feedback.

### **Complaints Procedure:**

In the event that you are dissatisfied with the ESFA, using the procedure below will ensure that your complaint is given due consideration.

- 1 Please raise your concern initially with the ESFA department responsible for the matter. Our staff will take every opportunity to resolve the complaint informally.
- 2 If an informal resolution is not possible, please complete the complaints form and submit it to [admin@schoolsfa.com](mailto:admin@schoolsfa.com)
- 3 Your complaint will usually be acknowledged within three working days and we aim to complete our investigations within fifteen working days. Where matters are complex and are likely to take longer to resolve, we will inform of the specific timescales within the original 15 day timescale.

- 4 Your complaint will be allocated to a senior member of the ESFA staff or Council, who will independently investigate the issue. Please therefore put as much detail as possible in the complaints form, and make sure you complete the “contact details” section. Please also identify what you would hope to achieve by way of resolution of the complaint.
- 5 Complaints must be raised within four weeks of the original issue so that evidence is available and current during the investigation.
- 6 Following the independent investigation into your complaint, you will be informed of the outcome in writing.
- 7 Please note that the ESFA will not investigate complaints submitted anonymously.
- 8 The ESFA reserves the right to disregard complaints it believes to be malicious or inappropriately persistent.
- 9 All complainants should be aware that our staff and our council members have the right to fulfil their duties in a pleasant and safe environment and any violent or abusive behaviour will not be tolerated.

## Appeals

If after the investigation you remain dissatisfied with the outcome, you may appeal against the decision within ten working days of our response. To appeal, please write to us noting the grounds for your appeal and submit it either by email or post to ESFA Chairman, c/o English Schools’ FA, 4 Parker Court, Staffordshire Technology Park, Stafford ST18 0WP

The appeal will be investigated by a senior member of the ESFA staff or Council who was not part of the original investigation and the timescales outlined in point 3 above will apply. You will be informed in writing of the outcome.

The outcome of the appeal concludes the ESFA’s complaints process.

## Procedure Review

This procedure will be reviewed at least annually.

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Procedure title	Comments, compliments and complaints
Policy version	D.01AC
Policy author	CEO
Policy consultation	23.10.16
Policy approval (trustees / Council)	Trustees
Policy training and dissemination	24.10.16
Policy review date	September 2017



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<b>COMMENTS AND COMPLIMENTS</b>	
Name	
Relationship with ESFA eg Parent, School, Player	
Date	
Feedback:	
Occasionally we use quotes from satisfied customers in our marketing materials. Would you be happy for us to select elements of your message and publish it for that purpose? Yes / No *	
* please delete	
If so, would you be happy to be named or would you prefer the quotation to be uncited? Yes, please use my name / I'm happy for you to quote me, but please do so anonymously	
* please delete	
<b>Thank you for getting in touch.</b>	
<b>Your comments will be used in when we evaluate our activities and we are grateful that you have taken the time to give us some feedback</b>	



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COMPLAINTS	
Name	
Date	
Contact Details	
Contact Preference	Email / post * * - please delete
Relationship with ESFA eg Parent, School, Player	
Person with whom informal resolution has been sought	
Feedback:  <i>Please include as much detail as possible, including the date of the incident/issue</i>	
Resolution:  <i>Please identify what you would hope to achieve by way of resolution of this complaint:</i>	
Signature	