

# Football Club United of Manchester

## Complaints Procedure

### The aims of the complaints procedure

1. to provide a simple, effective system for dealing with complaints against the club and/or its representatives.
2. to provide a formal response within a given timescale
3. to respect an individual's right to complain or disagree with the outcome
4. to resolve a complaint fairly and speedily

### Who can make a complaint?

- Anyone who is not satisfied with any service provided by the club
- Anyone who claims to have suffered an injustice as a result of action taken, or not taken, by or on behalf of the club its officers or individual members

### How complaints can be made?

Complaints need to be submitted on an FC United complaints form which are available from the club offices. This can be delivered:

- In Person
- Fax
- Email
- Post

### Where do I send my complaint?

Club Secretary FC United of Manchester: Broadhurst Park, 310 Lightbowne Road, Moston. Manchester. M40 0FJ

Email – [office@fc-utd.co.uk](mailto:office@fc-utd.co.uk)

Telephone – 0161 769 2005

Fax – 0161 769 2014

### Complaints process

**Stage 1** On receipt of a complaint a written acknowledgement will be provided by the Club Secretary within 24 hours.

**Stage 2** The Club Secretary will conduct a full investigation into the complaint. This may involve contacting the complainant for more information. The complainant will be kept informed of the progress of the investigation which should not normally take more than two weeks.

**Stage 3** The Club Secretary will write to the complainant within 28 days of receiving the written complaint with the results of the investigation, noting any actions taken or proposed as a result of the complaint.

**Stage 4** If the complainant is not satisfied with the outcome, they may appeal in writing to the Club Board who will respond in a similar timeframe. Any appeal to the Board must be made in writing to be received in the club office within ten working days of the date of the letter from the Club Secretary reporting the outcome.