

## Complaints against Berks & Bucks FA

Our aim is to support your journey in football, whether this is as a player, volunteer, official, coach or as a spectator. Occasionally, things do not go to plan, and you may have cause to submit a complaint against us.

This document sets out what you can expect from the Berks & Bucks FA, including what types of complaints can be considered, the complaints process and the appeals process.

### When to use this process.

**The Berks & Bucks FA adheres to the following principles regarding complaints submitted against us.**

- This process should only be used when an individual is dissatisfied with the actions taken by BBFA to resolve a matter and there are no FA regulations in place for redress.
- The Complaints Procedure is in place to allow a review of how Berks & Bucks FA have dealt with your query/issue; it is not a re-investigation of the initial case.

### Prior to Submitting a complaint

Before a complaint is submitted to the Berks & Bucks FA, it is essential that every effort has been made to resolve the matter with the department responsible.

If you are dissatisfied by Berks & Bucks FA's attempt to resolve your concern and the issue has become "deadlocked" with no prospect of resolution, you are then entitled to submit a complaint to the Berks & Bucks FA

Where a complaint can be resolved through the application of FA Regulations (for example football disciplinary procedures, League Appeals, or Football Debt Recovery), you will be advised of the relevant procedure(s).

Berks & Bucks FA will not consider complaints that have gone through the application of FA Regulations and where a right of appeal was offered as part of the process.

### Submitting a Complaint against Berks & Bucks FA

If you wish to log a formal complaint with Berks & Bucks FA, please complete this form [BBFA Complaints Form](#)

When submitting a complaint, please complete all mandatory questions on the form and include all details of your concerns, your desired outcome, and any material evidence to support your complaint, including correspondence relating to internal attempts to resolve the matter.

A complaint may not be accepted if one or more of the following applies:

- The complaint falls outside our remit (e.g. refereeing decisions).
- The complaint is deemed to be frivolous or vexatious.
- The complaint has already been dealt with through FA regulations/procedures.
- The complaint is subject to current legal or FA regulatory action.

## The Complaints Process

Where the Berks & Bucks FA can accept your complaint, this will be assigned to a **Stage One Case Manager** (A member of staff with the relevant experience and skills to consider the matter.) The **Case Manager** will contact the complainant within **five Working Days** of the complaint being received to acknowledge receipt and request any additional information they may require. The Case Manager will also request observations and evidence internally in response to the complaint. To adequately investigate the complaint, we may need to share some of the initial correspondence. This will only be released on a need-to-know basis at the Case Manager's discretion.

The Berks & Bucks FA aims to **resolve all complaints within One Calendar Month** of receipt; however, it should be noted that this is not always feasible depending on the complexity of the complaint or the level of investigation required.

Your point of contact throughout the Complaints Process is your assigned Case Manager.

If an individual member of staff is the subject of a complaint, the complainant should not contact the staff member directly at any point during the process.

Any personal data will be handled in accordance with our data protection policies and processes. You are entitled to withdraw your complaint at any time.

## Outcomes of a Complaint

After considering all available evidence, the **Case Manager** will write a report with one of the following resolutions at **Stage One**:

- **Complaint dismissed** – for example when we believe the initial complaint was dealt with in the correct manner in the first instance.
- **Complaint upheld** (either in full or in part) with detailed recommended actions. This may lead to re-investigating an incident or re-considering a decision.
- **Complaint withdrawn** – either because the complainant has chosen to withdraw the complaint or because both parties have reached a mutual resolution.

## Appeals process

If you are not satisfied with the outcome of a complaint at **Stage One**, the matter can be escalated to **Stage Two**, and handled by the Chief Executive Officer, Senior Leadership Team or Board of Directors (dependent on the nature of the complaint raised.) No new evidence can be entered at this stage.

This is the final stage of review within the Berks & Bucks FA and the outcome will be considered our final position. If it is necessary to take any internal action against individual member/s of staff, this will not be shared with you.

## Complaints monitoring

An annual report will be submitted to the Berks & Bucks FA Board of Directors detailing the number and nature of complaints and recommended actions so any themes or concerns can be identified.

**The Berks & Bucks FA reserve the right to review and vary the Complaints Procedure.**