

# David Campbell Event Management Ltd / David Campbell Soccer

## Complaints Policy

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### **Rationale:**

David Campbell Event Management Ltd/David Campbell Soccer is committed to ensuring that any complaints received are addressed in an open, transparent manner to the satisfaction of all parties involved. We welcome the opportunity to investigate and deal with any deficiencies in its operations.

If a complaint alerts us to possible abuse or neglect, the safeguarding team will decide how to investigate and monitor outcomes.

### **Policy Statement:**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence and only those staff directly involved will be made aware of the detail of the complaint.

We assure clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### **Process:**

We aim to resolve complaints quickly when they occur. A complaint should be made as soon as possible after the date on which the event occurred.

1. **Listen-Identify when a complaint is being made.** There may be factors which can prevent the complaint being made formal.
2. **Understand the reason for the complaint.** Consider the type of complaint and any underlying reasons.
3. **Documentation.** Clearly record all details of the complaint on the appropriate Company Complaints Form.
4. **Inform.** Ensure the complaint is acknowledged within the Company Procedure timescale.
5. **Provide options.** Offer formal and informal routes to resolve the complaint.
6. **Communication.** Use clear, plain language and avoid jargon.
7. **Contact.** Provide them with your contact details and advise them on the next steps.
8. **Investigate.** Conduct thorough enquiries and establish the facts. Obtain written statements from any person involved.
9. **Decision.** Contact the complainant within the Company Procedure timescale and notify them of the outcome of the investigation. Provide an explanation for the decision with any evidence if necessary.

10. **Disagree.** If the complainant is unhappy with the outcome, advise on how to proceed, as per Company Procedure.

**Procedure:**

Complaints can be made in a number of ways:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

*if someone complains orally we will make a written record and provide a copy of it within 3 working days*

- by letter
- by email

If the complainant should submit a complaint in writing (via letter or e-mail) to [\*\*info@davidcampbellsoccer.com\*\*](mailto:info@davidcampbellsoccer.com) or send this to:

**Managing Director  
David Campbell Event Management Ltd/David Campbell Soccer  
PO BOX 88  
Liverpool  
L22 4SE**

The complaint should provide as much as possible, including

- Full contact details for the complainant
- The date of the incident resulting in the complaint
- The impact of the incident upon the complainant
- What action the complainant would like to see occur

We will acknowledge receipt of the complaint within 3 working days, and will normally investigate and respond to the complaint within 14 working days.

If the response is anticipated to take longer, the complainant will be informed of the reasons for the delay and the anticipated response time.

Should the complainant feel that the complaint has not been resolved to their satisfaction, they can appeal the decision made by us. The complainant should appeal in writing to the Managing Director, using the contact details above. The Managing Director will then pass the appeal to a member of the Senior Management Team who was not involved in the original complaint investigation, for a further investigation and assessment.

**Anonymous complaints**

We deal with anonymous complaints under the same procedure; however we prefer to have contact details so we can communicate the outcome of our investigation.

Date of Approval: January 2018

Next Review Date: January 2020