



Epping Town FC



Policy:	Complaints
Version:	2
Date approved:	10/10/2026
Approved by:	Committee
Date to review:	10/10/2028

Everyone who uses or who works in partnership with Epping Town FC has the right to express dissatisfaction, disquiet, or concern about their experience of ETFC and its services, and should feel that their views are listened to and acted upon. The complaint may be about a service, a particular individual working for ETFC.

We believe that complaints are resolved by:

1. Being open, honest and transparent
2. Apologies are sincerely given and received
3. Respecting and protecting individuals' rights
4. Accepting responsibility for our mistakes
5. Making changes that show learning as a result of looking into a complaint

ETFC will encourage discussion and act on issues raised by members before they develop into complaints. However, when complaints arise, members should feel they can bring them to the notice of the General Committee without concern of victimisation.

We want to learn from people who use our services about ways in which we can improve them. We therefore welcome complaints as well as compliments. Most complaints can be resolved informally. However, we recognise that some people may not feel able to discuss a complaint with the member or may feel that this approach has not produced a satisfactory result. For such situations, we have a formal Complaints Procedure.

In the event that any member feels that he or she has suffered discrimination in any way, or that the Club Policies, Rules or Codes of Conduct have been broken, and feels it is necessary to make a formal complaint, the following procedures are in place:

1. They should report the matter, in writing, to the Club Secretary. The report should include:
 - a. Details of what, when and where the occurrence took place
 - b. Any witness statements and names
 - c. Names of others (if any) who have been treated in a similar way
 - d. Details of any former complaints made about the incident date, including when and to whom the complaint was made
 - e. A preference for a solution to the incident
 - f. The Club's General committee will sit for any hearings requested
2. The Club's General Committee will then have the powers to:
 - a. Warn as to future conduct
 - b. Suspend from membership – pending enquiries
 - c. Remove from membership any person found to have broken the Club's Policies, Codes of Conduct or has been deemed to have brought the Club into disrepute.

Complaints will always be dealt with in the strictest confidence. If others need to be informed, this will be discussed beforehand with the person making the complaint.

Complaints should be dealt with informally within four weeks. If it is likely to take longer, ETFC will keep the complainant informed in writing. All complaints will be recorded, with details of findings, action and outcome.