

# Complaints Policy



**Foundation**

THE CLUB'S OFFICIAL CHARITY

## Version Control

Version	Date
1.1	November 2020
1.2	November 2021
1.2	February 2023
1.2	February 2024

## **Accessibility**

Please tell us how you would like us to contact you, and if you would like support to use this policy, we can do things like – giving you a copy in easy read, arrange for a different language version, ask a member of our team to be a reader, or provide other support to help you through the process.

If you would like help here is how you can ask us -

Phone: 0151 432 5675

Email [lfcfoundation@liverpoolfc.com](mailto:lfcfoundation@liverpoolfc.com)

By Letter: Governance and Executive Administration Manager

Liverpool FC Foundation, Anfield Sports and Community Centre, Lower Breck Road

Liverpool, L6 0AG.

Liverpool FC Foundation (LFCF) aims to provide a professional and approachable service for members of the public, customers, and service users. LFCF works hard to ensure a high level of customer service is provided by our employees.

We welcome all comments and feedback about the way we work, whether positive or negative. If you have a complaint or problem, we will aim to resolve it as quickly and efficiently as possible in a personal, fair, and confidential way.

The purpose of our complaints handling procedure is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond swiftly and at a level close to the point of service delivery
- are fair and consistent
- offer solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish
- ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently, and monitor what we record
- use complaints positively as an opportunity for learning and improvement.

## **Safeguarding Children, Young People and Vulnerable Adults**

LFC's Safeguarding Policy is available on the following link, or you can ask us to give you a copy of this:

<https://foundation.liverpoolfc.com/about-us/safeguarding>

## **Step 1 Tell Us:**

Most complaints can be resolved at the initial time of the problem. Please make a member of staff aware if you encounter a problem and they will do their best to resolve it immediately. If your complaint cannot be resolved on the day contact us:

Telephone: 0151 432 5675

Email [lfcfoundation@liverpoolfc.com](mailto:lfcfoundation@liverpoolfc.com)

Letter: Complaints C/O Governance and Executive Administration Manager

Liverpool FC Foundation, Anfield Sports and Community Centre, Lower Breck Road

Liverpool, L6 0AG.

If you are contacting us by email or post, please include your full name and contact details alongside your complaint so that we can investigate.

## **Step 2 – We will respond to your complaint**

We will acknowledge your complaint within 3 working days of receipt and send a full response within 21 working days. LFCF will seek to resolve all complaints within this timescale, however if this cannot be done LFCF will update you on the progress of the complaint.

## **Step 3 - if you remain dissatisfied**

If after 28 days, you are dissatisfied with the progress of the complaint you have the option of taking the complaint in writing to the Foundation CEO using the LFCF address in step one.

If you are still dissatisfied with the response you may write to the Chair of Trustees using the LFCF address in step one and the letter will be forwarded to the Chair.

If you remain dissatisfied with our response you can contact the Charity Commission: <https://www.gov.uk/government/organisations/charity-commission> for advice.

Please note that if a complaint resulted in staff disciplinary action this is dealt with under our Staff Disciplinary Policy, and you would not be informed of the outcome.

## **Equality**

LFCF are fully aware of and comply with their responsibilities under the Equality Act 2010.

## **Data Protection**

Details of complaints are recorded and stored in line with LFCF's data retention policy. If you use this complaint procedure you are agreeing that we can use personal information you share with us for purposes solely connected to your complaint.

LFC Foundation's Data Protection Notice is available on the link below or you can ask us for copy: <https://foundation.liverpoolfc.com/contact-us>

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