



Complaints Policy 2026-2027

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

By Letter: Head of Governance and Compliance

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 concern, 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
- complaints and outcomes are reviewed periodically to identify themes, inform training, and improve practice. Relevant learning is shared with senior management and trustees.

Safeguarding Children, and Vulnerable Adults

If you are worried or want to report a concern about Safeguarding you can contact the Safeguarding team directly by texting or calling the numbers below and online here -

<https://www.liverpoolfc.com/foundation/safeguarding>

LFC's Safeguarding Policies are available on the link, or you can ask us to give you copies. You will also find information about other sources of support on the link.



Fundraising

This policy also covers complaints about our fundraising activities including fundraising communications, events, third-party fundraisers, and the handling of donations.

This policy is available on LFC Foundation website. If we use third-party fundraisers we will share this policy with them.

Data Protection

Details of complaints are recorded and stored in line with LFCF's data retention policy. If you use this complaint procedure you agree 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
[Liverpool FC — Privacy Policy](#)

Equality

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

Step 1 - Tell Us:

Most concerns or 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

Letter: Complaints c/o Head of Governance and Compliance

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.

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.

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.

Fundraising Complaints

For complaints relating to fundraising, if you remain dissatisfied after completing our 3 step complaints process, you can contact the Fundraising Regulator within two months of our final response <https://www.fundraisingregulator.org.uk>

The **Charity Commission** does not act as a general complaints body but can consider serious concerns about a charity's governance, safeguarding, or misuse of funds.

You can contact the Charity Commission on this link -

[Contacting the Charity Commission - Charity Commission for England and Wales](#)