



# Complaints Policy

## General statement

The Club aims to provide all its players and employees with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the player or employee will suffice should a problem arise. However, we recognise that from time to time there may be occasions when someone feels the quality or level of service provided by the club falls short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

## This is what you should do:

1. If you have a complaint to make, it should initially be made to the player representative (James Doull), one of the coaches or a club official/trustee depending on the nature of the complaint. They will then try and resolve the issue informally.
2. If the issue is serious, or you are not satisfied with the response after raising it with them you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private and Confidential", and sent to the Club Secretary who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter or email.
4. You can send your complaint via email to [info@ayrshiretigers.co.uk](mailto:info@ayrshiretigers.co.uk) or by post to 4 Kennedy Park, Dreghorn, Irvine, KA11 4DW.
5. The Club Secretary shall - in consultation with the Chair of the Board of Trustees - investigate the complaint. (See separate complaints check list).
6. The Club Secretary shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
7. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to the Trustees.
8. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
9. The decision of the Trustees will be final.
10. Where appropriate, the club will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
11. All formal complaints and the responses made to them will be recorded and filed in a secure place by the Club Secretary.



12. The Board of Trustees shall be informed by the Club Secretary at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of the club's self-evaluation.

### **Scottish Para-Football**

Alternatively, any complaint whether it be against the Club, the SPFA or an individual player or coach can also be made through Scottish Para-Football. Please go to link below and complete the relevant form.

<https://www.scottishparafootball.co.uk/about/complaints/>



Once the relevant form is fully completed, please submit the Complaint Form to Scottish Para-Football, Hampden Park, Glasgow, G42 9AY or Email; [Secretary@Scottishparafootball.co.uk](mailto:Secretary@Scottishparafootball.co.uk)

If the complaint relates to the SPFA or a member of another Club the SPFA and/or the other Club should be contacted.

**The Club has adopted Scottish Para-Football's Complaints Policy and Procedures.**

<https://www.scottishparafootball.co.uk/media/1142/complaints-managements-procedure.pdf>

S Niven

Stuart Niven  
Chairperson

01.10.2020