

Haverhill Rovers Football Club

An FA Charter Community Club affiliated to Suffolk FA
working in partnership with Haverhill Community Sports Association



CUSTOMER COMPLAINTS PROCEDURE

INTRODUCTION

Haverhill Rovers FC is committed to providing football for all ages and genders within the community. As part of our commitment we will deal with any customer complaints in a manner that is fair, prompt and transparent.

Should you wish to make a complaint about any aspect of the service(s) we provide your complaint will be dealt with in accordance with the following procedure:

PROCEDURE FOR HANDLING COMPLAINTS

1. Any complaint regarding the service(s) provided by Haverhill Rovers FC including the conduct of any
 - i. an individual employed by Haverhill Rovers FC
 - ii. any volunteer working at Haverhill Rovers FC
 - iii. any member of Haverhill Rovers FC must be notified to Haverhill Rovers FC within 7 days of the cause of the alleged complaint coming to the attention of the person making the complaint
2. The complaint should be sent in the first instance in writing to the Haverhill Rovers FC Secretary, Barbara Jones at The New Croft, Chalkstone Way, Haverhill, Suffolk CB9 0BW (email- barbarajoneshrfc@outlook.com)
3. Your complaint should include full details of the matter you wish to complain about including:
 - i. The nature of the complaint
 - ii. The date or dates of the incident you wish to complain about
 - iii. The individuals, if relevant, about whom you wish to complain
 - iv. The reasons for the complaint
 - v. How you wish your complaint to be resolved if it is upheld
 - vi. Your full name and address and contact details
4. We will acknowledge receipt of your complaint within 7 working days of receipt
5. We will endeavour to investigate your complaint as swiftly as possible and notify you of the outcome in writing within 28 days of acknowledgement of receipt

Barbara Jones
Club Secretary
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@HaverhillRovers

www.pitchero.com/clubs/haverhillroversfc