



**MORECAMBE  
FOOTBALL  
CLUB**

# **MFC COMPLIMENTS & COMPLAINTS POLICY**

MORECAMBE FOOTBALL CLUB

MORECAMBE FOOTBALL CLUB



### **Compliments & Complaints Policy**

<b>Policy Owner</b>	<b>Version</b>	<b>Issue Date</b>	<b>Review Date</b>
<b>MFC Board of Directors</b>	<b>2</b>	<b>28/02/2024</b>	<b>01/06/2024</b>



## **Compliments & Complaints Policy**

Morecambe Football Club welcomes comments and complaints from all members of the Club's community.

We aim that all complaints and compliments should be:

- Promptly acknowledged and responded to in a professional capacity, in writing
- Complaints will be fully investigated
- Outcomes shall be provided in writing and may be used as a source of learning and/or continuous improvement

---

### **Purpose:**

The purpose of this policy is to ensure that compliments and/or complaints are handled fairly, efficiently, effectively and managed in a timely manner. Moreover, we are committed to reviewing feedback to improve our services and supporter/customer experience at the Club.

We will try to resolve your complaints speedily, effectively and fairly or share positive feedback with colleagues. It is always best to raise a complaint as soon as you can and whilst the matter can be recalled. We take equality and diversity into account, ensuring that any individual needs are taken into account when applying this Policy. The Club cannot promise that your complaint will result in the action(s) that you have requested.

### **Scope:**

This policy applies to all members of the Club's community, however, it does not replace the colleague internal procedures for raising grievances which may lead to disciplinary investigation and/or other actions, such as mediation, as applicable.

*Please see the relevant policy in respect of Grievance; Disciplinary; Bullying and/or Harassment.*

---

### **Compliments:**

We are always glad to receive positive feedback. We value and encourage all kinds of feedback. Anyone who has a relationship with the Club can compliment a member of staff, a team or the organisation. Compliments are passed on to staff and their Line Manager and are used to identify areas of good practice that we can learn from and further develop.

Compliments can be submitted verbally to any member of staff who will record and share this or can be submitted via email to [hroperations@morecambefc.com](mailto:hroperations@morecambefc.com) or in writing to the stadium.

Compliments are used to enable service development and as part of individual performance development. Employees receiving compliments will be recognised appropriately.

---



## **Complaints**

### **Safeguarding Complaints:**

Any complaints or concerns raised which relate to an individual's conduct or behaviour and have potential safeguarding implications for any individual (child or adult) will be directed to the Designated Safeguarding Officer or Senior Safeguarding Manager. Where appropriate, these concerns will then be managed through the Club's Safeguarding Children & Young People Policy and procedures. To report directly to a member of the safeguarding team, please email [shrimpssafe@morecambefc.com](mailto:shrimpssafe@morecambefc.com)

### **Academy Complaints:**

Any complaints or concerns raised with regards to the Academy will be directed to the Academy Manager, or if regarding the Academy Manager, to the Senior Safeguarding Manager or CEO.

To report directly to the Academy Manager, please email [stewartdrummond@mfc-academy.com](mailto:stewartdrummond@mfc-academy.com)

To report directly to the Senior Safeguarding Manager, please email [sjp@morecambefc.com](mailto:sjp@morecambefc.com)

---

### **Responsibilities:**

All Club staff have responsibility for receiving complaints, treating them seriously and passing them to the Club Management Team, promptly and courteously in accordance with the procedure set out below.

The Club's Management Team has responsibility for receiving complaints, escalating and involving appropriate persons where necessary, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

The Club's Board is responsible for ensuring that the Compliments & Complaints policy and is operating effectively and may become directly involved if a complaint is directed against a member of the Club Management Team.

---

### **Complaint Stages:**

#### **Stage One – Informal Complaint:**

In the first instance, a complaint should be made informally to a member of Club staff.

These concerns should be recorded and reported to the Club Management Team for immediate advice. It is hoped that most complaints received can be resolved informally, promptly, and any agreed action(s) captured and recommendations agreed by relevant parties.

Where it is not possible to address the complaint on an informal basis, and/or the outcome of informal action(s) does not serve as a resolution to the complainant, a written complaint should be submitted to the HR & Senior Safeguarding Manager in writing to [hroperations@morecambefc.com](mailto:hroperations@morecambefc.com)



The HR & Senior Safeguarding Manager will acknowledge receipt of your written complaint, usually within seven-days of receipt.

**Stage Two – Investigation of Written Complaint:**

If the complaint has not been satisfied at Stage One on an informal basis, the formal written complaint will be escalated to the HR & Senior Safeguarding Manager. The complaint must highlight the reason to why the Stage One process has not been sufficient, so that any further investigation(s) can be made. The formal written complaint will be acknowledged.

**Stage Three – Outcome of Written Complaint:**

Once any further official investigations have been completed, the outcome will generally be communicated to the complainant within eight-weeks.

**Stage Four – Right to refer to independent body:**

If the complainant remains dissatisfied with the outcome of any further official investigations, they have the right to follow the English Football League (EFL) complaints procedure, as such, any further complaints in respect of the original concern that had been raised with the Club should again be made in writing and submitted by email to [contact@theifo.co.uk](mailto:contact@theifo.co.uk) ; the website at [www.theifo.co.uk](http://www.theifo.co.uk), or by post to: -

The Independent Football Ombudsmen,  
Suite 49  
33, Great George Street,  
Leeds, LS1 3AJ

**Complaints about how the investigation was conducted:**

Should you wish to complain about how the HR & Senior Safeguarding Manager has managed the investigation, please address these concerns to the CEO.

**Anonymous Complaints:**

Please note that anonymous complaints are difficult to investigate in full as there will usually be additional information to gather or be clarified. Any complaints relating to a potential safeguarding concern will be taken seriously, including concerns that fall under the Club's Whistleblowing Policy.

**Monitoring and Evaluation:**

The Club will maintain a private and confidential record of any complaint, investigation outcome and appeal. Any recommendations and learnings arising from complaints are discussed at Board level and may lend themselves to a more positive experience and environment at the Club, thus promoting an improved learning culture that could support future planning and priorities at the Club.



MORECAMBE  
FOOTBALL  
CLUB

MORECAMBE FOOTBALL CLUB

MORECAMBE FOOTBALL CLUB