



## Complaints and Praise Policy

**Implementation Date:** 18<sup>th</sup> June 2025

**Review Date:** N/A

**Next Review Date:** 1<sup>st</sup> June 2026

### Policy Statement

York City FC welcomes complaints and praise from all members of our community. Your feedback offers incredible insight and makes a huge contribution in continually developing club resources, processes and practices.

Wherever possible, we request that complaints and praise are submitted via [this form](#) so that the club can retain a central record.

Please be aware that York City FC work in partnership with a number of stadium stakeholders for many aspects of our operations, particularly regarding home match days. As such, any feedback will be shared with the relevant stakeholders in order for us to address all comments submitted. In some circumstances, comments may be escalated for another stakeholder to resolve.

York City FC is committed to the continuous improvement of the services it provides. Our policy sets forth that complaints will be:

1. Received positively, treated seriously and in an open manner
2. Acknowledged as soon as possible
3. Investigated thoroughly with the relevant stakeholders e.g. York Stadium Management Company (SMC), GLL, CGC Event Caterers and others as required
4. Resolved, wherever is reasonably possible, within a maximum of 12 weeks
5. An opportunity to inform and develop current processes and practices

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff or volunteer. If there is evidence to the contrary, the member of staff or volunteer may be subject to disciplinary proceedings.

### Scope

The policy applies to all members of the club's community but does not replace procedures for staff grievances and disciplinary action; those procedures should be used where appropriate.

### 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

#### York City FC

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

**Phone:** 01904 624447

**E-Mail:** [enquiries@yorkcityfootballclub.co.uk](mailto:enquiries@yorkcityfootballclub.co.uk)

**Website:** [www.yorkcityfootballclub.co.uk](http://www.yorkcityfootballclub.co.uk)

**Registered in England:** 04689338

**VAT Registration Number:** 809336031



adult) will be directed to the Club Welfare Officer. Where appropriate, these concerns will then be managed through York City FC's Safeguarding Children Policy or Adults at Risk Policy and procedures. To report a safeguarding concern directly, please complete [this form](#).

### **Responsibilities**

All club staff have 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 Head of Operations has overall responsibility for resolving a complaint and leading or contributing to an investigation into a complaint.

The Club Board is responsible for resolving complaints that have not been resolved during the previous stage. The decision made by the Board is final. The Club Board is responsible for ensuring that the Complaints and Praise Policy and procedure are operating effectively and may become directly involved if a complaint is directed against a member of club staff.

In some circumstances, comments may be escalated for another stakeholder to resolve.

### **Action to Implement Policy**

Wherever possible, we request that complaints and praise are submitted via [this form](#) so that the club can retain a central record.

In instances where complaints are made informally to a member of staff, these concerns should be recorded by the member of staff and advice sought immediately if any safeguarding concerns are suspected or apparent. It is hoped that most complaints can be resolved at this level and any agreed action is captured in a record that is agreed by all parties. Where it is not possible to address issues informally with an appropriate manager or initial staff responses do not result in satisfactory resolutions, the complaint should be submitted in writing to the club at [enquiries@yorkcityfootballclub.co.uk](mailto:enquiries@yorkcityfootballclub.co.uk).

We expect complaints to usually be made by the person concerned. The club will, however, always consider complaints made by a parent or advocate as it is acknowledged that there are many reasons (including imbalances of power) that block people from making a complaint themselves. It is very difficult to investigate anonymous complaints as there will always be information that cannot be gathered or clarified. Any complaints relating to potential safeguarding risks will however be taken seriously, including those which fall under the terms of the club's Whistleblowing Policy and Procedures. The club will acknowledge receipt within one working week, and escalate to the relevant department or persons as required.

### **York City FC**

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

**Phone:** 01904 624447

**E-Mail:** [enquiries@yorkcityfootballclub.co.uk](mailto:enquiries@yorkcityfootballclub.co.uk)

**Website:** [www.yorkcityfootballclub.co.uk](http://www.yorkcityfootballclub.co.uk)

**Registered in England:** 04689338

**VAT Registration Number:** 809336031



The club will respond in writing within one working week explaining what has happened as a result of the complaint. Where this involves a member of staff either from the club or from another stakeholder, specific details of action taken will not be made available. This is to ensure that our employees and those of other stakeholders are afforded appropriate confidentiality and respect for their dignity at work. If the complaint requires further investigation that cannot be carried out within the week, the club will keep the complainant informed and indicate the expected timescale for a response to be provided.

If the complainant is dissatisfied with the club's response, then the complaint will be forwarded to the Head of Operations to resolve. The Head of Operations will acknowledge receipt of the complaint and respond to the complainant within 8 working weeks to allow time for any further information gathering and investigations to be undertaken.

### **Monitoring and Evaluation**

The club will maintain a confidential record of all complaints and praise comments submitted, and consider the learning from issues raised in order to assess how existing processes and practices can be positively developed. Themes and issues arising during each season will be collated and fed back to the Board to inform planning and priorities for the following season.

### **Praise**

We value and encourage all kinds of feedback. Anyone who has a relationship with York City FC can pay a compliment a member of staff, a volunteer or the organisation. Praise is passed on to staff and their line manager and is used to identify areas of good practice that we can learn from and further develop. Praise can be submitted verbally to any member of staff who will record and share this or can be submitted via [this form](#). Employees and volunteers receiving compliments will be recognised appropriately.

### **York City FC**

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

**Phone:** 01904 624447

**E-Mail:** [enquiries@yorkcityfootballclub.co.uk](mailto:enquiries@yorkcityfootballclub.co.uk)

**Website:** [www.yorkcityfootballclub.co.uk](http://www.yorkcityfootballclub.co.uk)

**Registered in England:** 04689338

**VAT Registration Number:** 809336031