



Swindon Town FC
Community Foundation

Swindon Town FC Community Foundation
Football in the Community

The Energy Check County Ground, County Road, Swindon, Wiltshire SN1 2ED
Tel: 01793 421303 | **Mob:** 07966 305320 / 07919 112982

www.stfcfoundation.com

Swindon Town FC Community Foundation

Complaints and Appeals Policy

Latest review: March 2025

Date of next review: March 2026

This policy and set of procedures will be reviewed on an annual basis, or sooner should any major incident, organisational or legislative change arise.

Signed

Shane Hewlett (Head of Foundation)

Signed

Kirsteen Fraser (Safeguarding Lead Trustee)



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1. Swindon Town FC Community Foundation Complaints Policy and Procedure

Swindon Town FC Community Foundation recognises the right of children, young people (under 18s), their parents or carers, and adults at risk, to have access to a complaint's procedure.

The Foundation seeks to provide a work environment in which all employees are treated with respect and dignity and that is free from harassment and bullying based upon age disability gender reassignment race, religion, sex or sexual orientation.

Employees have a duty to cooperate with the Foundation to make sure that this policy is effective in preventing harassment or bullying. The Foundation will ensure that all complaints are taken seriously and dealt with swiftly and in confidence.

2. Our Ethos

At Swindon Town FC Community Foundation, we aim to do things well. One of the ways in which we can achieve this is by listening to and responding to the views and suggestions of children, parents, and adults at risk, schools, and partner organisations – the voice of our stakeholders.

If you are not happy with something we do, or anything that happens to children taking part in our activities, or anything that is child-related or related to adults at risk, please let us know immediately.

Most complaints can be resolved at the time of the initial problem – please take prompt action.

3. Comments and Suggestions

As well as learning from your complaints, we are also interested in other ideas you may have on how we might do things better.

We would also like you to tell us when we do things well. You can make your comments by speaking to any members of our staff, by telephone, in writing or you can e-mail us.

We will use your comments to help improve the way we do things.



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4. Safeguarding

Complaints regarding poor practice in children's activities or relating to children (under 18s) or adults at risk relating to any form of discrimination or abuse will be shared with the Safeguarding manager (*see below*).

Children and adults at risk have the right to enjoy activities in a safe and enjoyable environment, free from harm – this is our commitment to children, parents and adults at risk. We encourage parents, children, and adults at risk, to support each other as part of our trust ethos. Any behavior that undermines these principles is not acceptable.

Any conduct by a participant that is perceived as offensive, bullying or discriminatory, or has caused harm to a child, should be reported to us immediately. We take these incidents seriously and give them our attention as a priority. It is imperative that we take prompt action and investigate the incident.

We also encourage anyone, is staff, volunteers or family members who observes such incidents to contact us.

5. Your Personal Information:

If you use our complaints procedure, you are agreeing that we can use the personal information you send us for purposes connected with your complaint. This will be stored on the 'My concern' Club platform

6. Our Standards:

Swindon Town FC Community Foundation aims to handle all complaints fairly and honestly – and with discretion - regardless of who makes a complaint. The Foundation will not show bias to any individual or group

- We treat all complaints seriously and without prejudice.
- You will be treated with courtesy and fairness at all times, and we ask that you do the same.
- We will treat your complaint with confidentiality and sensitivity within the organisation.
- We will deal with your complaint promptly and will endeavour to resolve at the lowest or most appropriate level in order to achieve this.



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7. How to Make a Complaint

STEP 1:

Most complaints can be resolved promptly at the time of the initial problem. You can make a complaint about any area of our work. In the first instance, take prompt action:

Talk directly with either of the Assistant Head's of Foundation about your concerns (Community Foundation Department: 01793 421303 or brad@stfcfoundation.com/andy@stfcfoundation.com)

Be clear about the problem and be as calm as you can about it. If the Assistant Head of Foundation is unable to resolve your complaint, it may be referred to the next level, i.e., Head of Foundation. You may need to provide your personal details so that we can get back to you or follow up.

STEP 2:

If you are not satisfied – you have the right to make a formal complaint if you are not happy with the explanation you receive, our action to address the issue or feel that you cannot talk about it, then make your complaint in writing within ten working days of the incident. Please be clear about the problem and how you feel it should be resolved. Please mark it 'Confidential' and send to:

Shane Hewlett, Swindon Town FC Community Foundation, Foundation Park, County Ground Lane, Swindon, SN1 2FD Or send an email, and mark your email 'complaint' for priority attention, to: shane@stfcfoundation.com

What we need to know:

- Your name and contact details, such as address, email and phone number.
- Details of the activity: what, when and where the incident took place.
 - Any witness statements and names, including contact details.
- Names of any others who have been treated in a similar way or subject to a similar experience.
- Details of any former complaints made about the incident: date, and to who made
- A preference for a solution to the incident. What we will do:
- We will deal with your complaint as quickly as we can.
- We will acknowledge receipt of your complaint within five working days,
- We will aim to send a full reply within ten working days of receipt.



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If we are unable to respond quickly, for example, because we are carrying out an investigation, we will tell you when you can expect a full reply.

If we require further information or clarification, we will contact you – so please give contact details and co-operate with our requests for information.

If we have done something wrong or made a mistake, we will apologise. We will tell you what went wrong and how we are putting it right. If you are not happy with the outcome, then you have the right of appeal – see below.

STEP 3:

If you have followed the above steps and you remain unsatisfied with the outcome, you may wish to appeal. To do so, contact the Swindon Town FC Community Foundation Senior Safeguarding Manager, Kirsteen Fraser:

kirsteen@stfcfoundation.com

Please do this within 10 working days of our response. You need to outline the complaint and stages reached so far and the reasons why you are dissatisfied. Your appeal will be investigated by a club official who has not been previously involved in the complaint process and you will receive written notification of the outcome within 10 working days

STEP 4:

If you feel the matter is still not resolved, you can refer your complaint to the FA and EFL Trust

7.1 - Emerging Talent Centre (ETC) complaints and grievance process

The process to address complaints/grievances is slightly different for ETC, please see below the correct steps you should follow should you feel you need to address an issue.

STEP 1: The grievance should be made in writing to the Brad Carter (Centre Manager) in the first instance stating the nature of the grievance and the player's full name. The grievance should be marked as confidential stating the nature of the grievance and the player's full name.



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STEP 2: In the event of the grievance being against the Centre Manager the outline of grievance should be forwarded to the Shane Hewlett (Employing Body)

STEP 3: The grievance shall be investigated by the Centre Manager or employing body with the findings and outcome reported to the person lodging the grievance, in writing, within 20 working days of the initial grievance being received.

STEP 4: If the person lodging the grievance is not satisfied with the outcome of the procedure, they appeal by writing to the National Emerging Talent Centre Manager at the FA within 10 working days of receiving the outcome.



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8. Swindon Town FC Community Foundation Confidential Complaint Form (This information will be transferred onto our safeguarding and incident reporting form 'My Concern'

Your Name and Contact Information:

Name _____

Address: _____

Post Code: _____ Contact Number _____

Email: _____

Nature of Complaint: Continue overleaf or onto another sheet if necessary and attach to this form. What has happened? If this has built up over time, please give full history:

When did it happen? (day, date, time) _____

Where did it happen? _____ What was said or done by whom?:

Witness(es) (Please give name(s) and contact details):

Do you know or are you aware of any others who have been treated in a similar way or have been subject to a similar experience?:

Has a complaint been made before about this? Please give date and to whom made:



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What would be your ideal resolution?

Signed: _____ Date: _____ Print name: _____



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9. Equality, Diversity and Inclusion

Football is for everyone, it belongs to, and should be enjoyed by anyone who wants to participate in it, whether as a player, official, staff member, volunteer or spectator. Swindon Town FC Community Foundation recognises that providing equality of opportunity, valuing diversity and promoting a culture of inclusion are vital to our success.

We want our staff, coaches, volunteers and participants to reflect the diversity of the communities that we serve and influence. We aim to be a place where people can be free to be themselves no matter what their identity or background. We will ensure that equality is embedded in all of our activities, policies and decisions.

To report incidents and allegations of discriminatory actions or behaviour, our equality, diversity and inclusion policy is available at www.stfcfoundation.com



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