



## The Spartans Community Football Academy

Company number: SC306958

Registered charity: SC037598

### Young Person's Compliments, Comments and Complaints Policy

Date of first approval	February 2023
Approved By	Chief Executive
Owned By	Business and Operations Manager
Date of Last Review	
Date of Next Review	February 2025
This Version Number	Version 1
Information Security Classification	Internal



## **Spartans Community Football Academy Young Person's Compliments, Comments and Complaints Policy**

We promise to do the best we can and always listen to what you have to say. This could be if you have an idea, if you would like to see something done differently, if you would like to make a compliment or if something has upset you and you want to complain about a service that you have experienced at Spartans.

### **If you have an idea**

Listening to what you've got to say helps us to improve so we can offer other children and young people the best possible experience at Spartans. If you have an idea including how we can improve our services please don't hold back, we'd love to hear from you! You can tell a member of staff like a youth worker or a coach or you can ask an adult to tell us for you.

### **If something is not right**

If there's anything we've done to make you feel upset about Spartans Community Football Academy you can complain so that we can try to put things right.

- Tell a member of staff – we wear blue uniforms!
- Or you can get in touch using the contact details listed below
  - Call us
  - Email us
  - Write a letter
- You can ask an adult, like a parent or teacher to help you make a complaint
- When you make a complaint, you will need to let us know who or what your complaint is about and tell us how you would like us to get back in contact with you. We can e-mail you, we can call you or we can write to you. Whatever works best for you.

### **How long will it take?**

We will try to sort out your complaint as quickly as we can. Sometimes we can do this straight away by talking it through with you. Sometimes we will need to speak to other people to find out what has gone wrong.

### **Here is what happens:**

- A complaint made to a member of staff will be noted and acknowledged at the time that you make the complaint



- A complaint received in writing (like a letter, or an email) will be acknowledged within 3 working days. This means Spartans will let you know that we have your complaint, and we will try to do this in 3 days. When we get back to you, we will let you know who is looking into your complaint and how to contact them so that you can stay up to date
- Spartans will aim to respond to your complaint in full within 10 working days. This means that Spartans will look into your complaint and try to get back to you in 10 days
- If you are not happy with what Spartans say about your complaint, you can appeal. To do this you have to write to Spartans again or tell a member of staff. When you make an appeal Spartans will let you know that they got your appeal, and they will get back to you with an answer in 10 days
- Remember that you may want to ask an adult, for example, a parent or teacher to help you when you make a complaint

### **Need some help?**

If any of this is confusing you can always talk to an adult you trust, for example a parent or a teacher who can help you to complain

### **How to get in contact with us:**

- Talk to a member of staff – we wear blue uniform!
- Call us: 0131 552 7854
- Email us: [info@spartanscfa.com](mailto:info@spartanscfa.com)
- Send us a letter: Spartans Community Foundation, Ainslie Park, 94 Pilton Drive, Edinburgh, EH5 2HF



## Making a complaint

### TELL A MEMBER OF STAFF

Make a complaint to a member of staff – we wear blue uniforms. You can ask an adult to help. You can also call us.

We will acknowledge your complaint immediately. We will let you know who is taking care of your complaint

We will try to fix your complaint in 10 days

### WRITE A LETTER OR EMAIL

Write us an email or letter, you can ask an adult to help

We will acknowledge your email/letter in 3 days

We will let you know who is taking care of your complaint

We will try to fix your complaint in 10 days

### IF YOU ARE NOT HAPPY ABOUT YOUR COMPLAINT

You can appeal to us. To do this you can write us a letter or an email, tell a member of staff or call us

We will try to deal with your appeal in 10 days

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- Call us: 0131 552 7854
- Email us: [info@spartanscfa.com](mailto:info@spartanscfa.com)
- Send us a letter: The Spartans Community Foundation, Ainslie Park, 94 Pilton Drive, Edinburgh, EH5 2HF