



**SAINTS  
FOUNDATION**

**Saints Foundation  
(the “Foundation”)  
Complaints Policy and Procedure**

The following reflects Southampton Football Club feedback and complaint mechanisms, as stated in the Club Safeguarding Policy.

**Saints Foundation recognises the right of all of our participants, children, young people (under 18s) and their parents or carers to have access to a complaints procedure.**

The Foundation will ensure that all complaints are taken seriously and dealt with swiftly and in confidence.

### **Our Ethos**

At Saints 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, schools, clubs and partner organisations – the voice of our stakeholders.

If you are not happy with something we do or anything that happens to participants on our activities or anything that is child-related, please let us know immediately.

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

### **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, telephone or in writing or you can e-mail us: [foundation.education@saintsfc.co.uk](mailto:foundation.education@saintsfc.co.uk) We will use your comments to help improve the way we do things.

### **Safeguarding**

Complaints regarding poor practice in children’s activities or relating to children (under 18s), such as bullying, will be shared with the Department Safeguarding Officer or designated Safeguarding Officer for the Activity, and if not resolved, the Head of Safeguarding.

### **Bullying and Discrimination**

All participants have the right to enjoy education and practical activity in a safe and enjoyable environment free from harm – this is our commitment to all participants, young people and parents. We encourage students to support each other as part of our team ethos and any behaviour that undermines these principles is not acceptable.

Any conduct by a student that is perceived as offensive, bullying or discriminatory – or has caused harm to another participant - 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. Also, we encourage anyone who observes such incidents to contact us.

## 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. We process your personal information in accordance with the General Data Protection Regulation 2016/679 and Data Protection Act 2018. Should you have any questions regarding the processing of your information in relation to a complaint, please contact [foundation@saintsfc.co.uk](mailto:foundation@saintsfc.co.uk).

### Our Standards:

- ▶ Saints 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 particular 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.

### 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 a Saints Foundation member of staff about your concerns
- be clear about the problem and be as calm as you can about it

If the Foundation member of staff is unable to resolve your complaint, it may be referred to the next level, ie: Education Senior Officer. 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 – how 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** to the department lead safeguarding officer **ten working days of the incident** – please mark it ‘Confidential - Complaint’ and send to: Southampton Football Club, St Mary’s Stadium, Britannia Road, Southampton, SO14 5FP or send an email to: [foundation.education@saintsfc.co.uk](mailto:foundation.education@saintsfc.co.uk).

**Be clear about the problem and say how you feel it should be dealt with.**

#### 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 occurrence took place.
- Any potential witnesses (including names and contact details if known).
- 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, when and to whom made.
- A preference for a solution to the incident.

You may use the form attached at the end of this document to help structure your complaint to include the information which we need to investigate the matter.

### **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.

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 contacts details and cooperate 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**

#### **Appeals**

If you have followed the above steps and you remain dissatisfied with the outcome, you may appeal the outcome:

- write to the **Saints Foundation Manager – Sam Fulling** at Southampton Football Club, St Mary's Stadium, Britannia Road, Southampton SO14 5FP or [sfulling@saintsfc.co.uk](mailto:sfulling@saintsfc.co.uk) or call to discuss the matter on 02380 711994 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 the Foundation Manager and/or a member of staff who has not been previously involved in the complaint process and you will receive written notification of the outcome within **10 working days of your appeal**.

### **Step 4**

#### **If you want to take the matter further**

If you feel the matter is still not resolved, you can refer out your complaint. Along with all Premier League Clubs, the work of Southampton FC is monitored by the **Premier League**.

If you have followed the above steps, including the appeal, then contact the Premier League. The Premier League will look into the matter and reply to you.

Write to:

Jessica Addicott, Head of Safeguarding, The Premier League Ltd, 30 Gloucester Place, London, W1U 8PL.



**CONFIDENTIAL - COMPLAINT FORM**

**YOUR NAME AND CONTACT INFORMATION:**

Name : \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post code: \_\_\_\_\_

Contact Number(s): \_\_\_\_\_ Mobile : \_\_\_\_\_

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.

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**When** did it happen? (day, date, time) \_\_\_\_\_

**Where** did it happen? \_\_\_\_\_

**What** was said or done by whom?

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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?

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

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What do you think we should do about this?

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**Signed** : \_\_\_\_\_ Date: \_\_\_\_\_

**Print name:** \_\_\_\_\_