



**LEICESTER CITY FOOTBALL CLUB
COMPLAINTS POLICY**



1. Our Aim

Leicester City Football Club is committed to providing a high-quality service to all our stakeholders, including: fans, players, staff, and the wider community. We recognise that there may be occasions when our service does not meet expectations. One of the ways we can continue to improve our relationship is by listening and responding to the views of others, and in particular by responding constructively to complaints and by rectifying errors.

This Complaints Policy outlines the steps you should take to raise your concerns and how we will address them.

We aim to ensure that:

- Making a complaint is as easy as possible.
- Complaints are dealt with promptly, politely and confidentially where appropriate.
- We respond in the appropriate way – for example, with an explanation, or by taking corrective or remedial action.
- We learn from complaints, use them to improve our provision, and regularly review our complaints procedures.

NB: For complaints made by Academy players and/or their parents or guardians please refer to the Academy Complaints Policy.

For members of staff raising concerns about their terms and conditions of employment, work employees or other work-related issues please refer to the Club's grievance procedure which is available by contacting hrsupport@lcfc.co.uk

2. What type of complaint does this Policy relate to?

This Complaints Policy relates to complaints made about the level of service you have received, a policy we operate or a product we have sold.

It is impractical for us to respond to complaints which relate to playing matters (team selection, performance etc). All 'pitch related' feedback we receive is noted and forwarded accordingly, but it is not feasible for us to engage on an individual basis regarding playing matters.

Any public comments the Club wishes to make regarding playing matters can be made via our website www.lcfc.co.uk or other Club-owned/operated channels.

If your complaint relates to the conduct of our employees, it may be necessary for us to deal with your complaint outside of the commitments made within this document to comply with employment law.

3. How do I make a complaint?

1. Contact Us: Speak to a member of staff at the club or email: help@lcfc.co.uk
2. Response times: We will endeavour to acknowledge receipt of all correspondence within eight business hours. Where possible, the LCFC Help team will try to resolve your query within five business days.
3. Resolution: We will listen to your concerns and try to resolve as soon as possible.

If you are not happy with the response from LCFC Help, you can email boardoffice@lcfc.co.uk.

On the rare occasion we may be unable to meet your expectations with our response, we will direct you to the Independent Football Ombudsman for you to escalate your complaint. Their contact details are: Independent Football Ombudsman at Premier House, 1-5 Argyle Way, Stevenage, Hertfordshire SG1 2AD.

Alternatively, you may complete and submit the form available at the following link <https://www.theifo.co.uk/contactus.html> email contact@theifo.co.uk or telephone 0330 165 4223

4. Safeguarding

If your complaint is about safeguarding and how something has been managed by the Safeguarding Team please send details of your complaint to Safeguarding@lcfc.co.uk Your complaint will be dealt with in line with our Safeguarding procedures. Please visit the safeguarding section of our website for specific information in relation to safeguarding contact details of the safeguarding team or read the Club's [Safeguarding Policy and Processes for Children and Adults at Risk](#)

A complaint will be classified as a safeguarding matter when it relates to either:



- Complaints regarding poor practice in children's activities or relating to children or young people (anyone under 18).
- Complaints relating to poor practice in activities for adults at risk.
- A concern in relation to unsafe practice by Club staff, volunteers or partners towards a child, young person or adult at risk.

The Club will document and respond to all safeguarding matters in accordance with the Club's Safeguarding Policy and its Safeguarding Recording Standards.

5. Diversity, Equity and Inclusion

For more information on Diversity, Equity and Inclusion please visit here: [Diversity, Equity & Inclusion | LCFC](#) . This will also show detail on how to report incidents of discrimination on matchday and how to report any incidents you may see on-line [Discrimination & Reporting | LCFC](#)

Reviews and Approval of this Policy

Policy Reference	
Lead Director	Communications Director
Approving Body	LCFC Communications Director, General Counsel, CEO
Date Policy Approved	04 April 2025
Review Date	03 April 2026

History of Revisions to the Policy

Page Ref	Detail of Change/ Reason	Date Effective
N/A	Policy drafted	22 January 2025
N/A	Reviewed by internal Fan Engagement	4 February 2025
N/A	Reviewed by internal Communications Director	4 February 2025
N/A	Reviewed by internal Legal Counsel	25 March 2025