



Leicester City in the Community Complaints Policy

Date	September 2024
Date of Review	August 2025

Approved by:

Name	Job Title	Signature	Date
Tilly Higgs	Education Development Manager	T Higgs	Sept 2024
Allison Tripney	Head of Community	A Tripney	Sept 2024

Introduction

Leicester City in the Community (LCitC) is committed to providing high-quality services and maintaining a positive environment for all participants, partners, and stakeholders. We value feedback and recognise that complaints can help us improve our programmes and services.

Purpose

This Complaints Policy outlines the process for individuals and organisations to raise concerns, ensuring they are addressed fairly, promptly, and effectively.

Scope

This policy applies to all participants, volunteers, staff, and stakeholders involved with LCitC.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction regarding any aspect of LCitC's services, including but not limited to:

- Program delivery
- Staff conduct
- Facilities and resources
- Communication
- Policies and procedures



Complaints Process

Step 1: Informal Resolution

1. **Speak to a Staff Member:** If you have a concern, we encourage you to discuss it informally with a member of our staff. They may be able to resolve the issue quickly.

Step 2: Formal Complaint

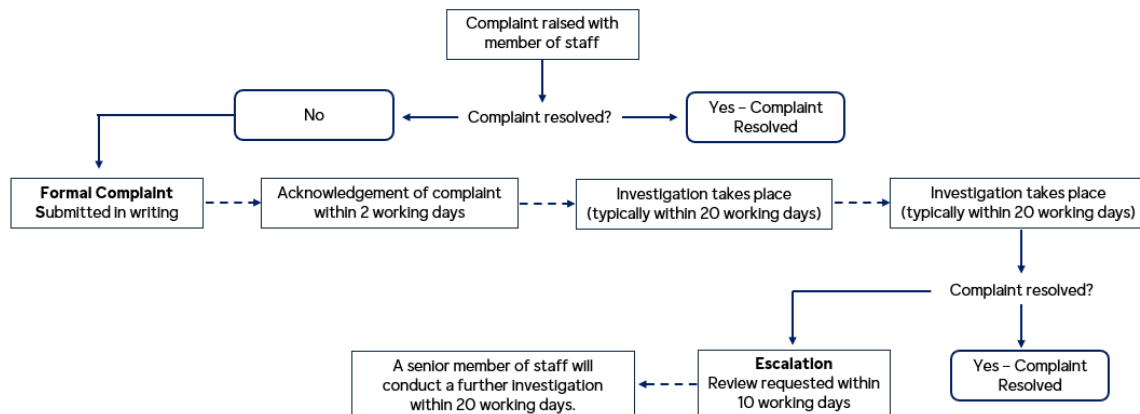
If the issue is not resolved informally, you may submit a formal complaint:

1. **Submit Written Complaint:** Complaints should be submitted in writing, detailing the nature of the complaint, any relevant facts, and your desired outcome. Complaints can be sent via email or post to the addresses provided on our website.
2. **Acknowledgment:** Upon receipt of your complaint, we will acknowledge it within 2 working days.
3. **Investigation:** We will investigate the complaint thoroughly, which may involve gathering information from relevant parties. This process will typically be completed within 20 working days.
4. **Response:** Following the investigation, we will provide a written response outlining the findings and any actions taken.

Step 3: Escalation

If you are not satisfied with the outcome of the formal complaint, you may escalate the matter:

1. **Request a Review:** You can request a review of the decision within 10 working days of receiving our response. This request should be submitted in writing, detailing why you believe the initial decision was inadequate.
2. **Final Decision:** A senior member of staff will review the complaint and the investigation process. You will receive a final written decision within 20 working days.





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IN THE COMMUNITY

Confidentiality

All complaints will be handled with confidentiality, and information will only be shared with those directly involved in the investigation.

Support

If you need assistance in making a complaint, please contact us, and we will provide the necessary support.

Monitoring and Review

This policy will be reviewed annually to ensure it remains effective and responsive to the needs of our community.

Contact Information

For any questions regarding this policy or to submit a complaint, please contact:

Leicester City in the Community

Email: community@lfc.co.uk

Phone: [0344 815 5000](tel:03448155000)

Address: King Power Stadium, Filbert Way, Leicester, LE2 7FL