



Complaints

Luton Town Football Club

Approved by: Club Board

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Authorised by:

Jenn Smith, HR Director

LUTON TOWN FOOTBALL CLUB

WWW.LUTONTOWN.CO.UK

1885  2020



Purpose

Luton Town FC welcomes all feedback, including complaints as an opportunity to improve our services to staff, supporters and the wider community. We are committed to resolving concerns fairly, efficiently and in line with best practice.

We treat all complaints seriously and aim to provide an open, respectful process.

This Policy covers all complaints relating to Luton Town Football Club & Luton Town Football Club Community Trust.

Principles

- The club will use all complaints as feedback to drive continuous improvements
- All complaints will be acknowledged within 3 working days
- The Club will investigate promptly and fairly
- A response will be delivered, where possible, within 20 working days
- All complaints will be treated with confidentiality, sensitivity and respect

How to make a complaint

Complaints can be submitted in any of the following ways

Email : myvoice@lutontown.co.uk or community@lutontown.co.uk

Post: Sent to Luton Town FC,

In Person: To a member of Luton Town staff who will forward the complaint to the appropriate manager.

Anonymous complaints

Anonymous complaints are accepted and will be investigated where possible. However, if not provided with contact details will be unable to provide an outcome.

Process

Stage 1 – Informal Resolution	Where appropriate, complaints should first be raised informally with a member of staff. If this is not possible or fails to resolve the issue, the complaint will proceed to Stage 2.
Stage 2 – Formal Complaint	The complaint will be assigned to a relevant manager, who will:





	<ul style="list-style-type: none"> • Acknowledge the complaint within 3 working days • Investigate and provide a written response within 20 working days • Inform the complainant if more time is needed and explain why <p>Please note: if the complaint concerns an employee, certain details may remain confidential in line with employment law.</p>
Stage 3 – Escalation to Senior Manager	<p>If the complainant is dissatisfied with the Stage 2 response, they may escalate the matter by contacting the Club's Operations Director. This director will look at the process undertaken for the investigation, rather than to re-conduct the investigation, unless there is new evidence or information that has since come to light, or had not previously been considered.</p> <p>Email : james.mooney@lutontown.co.uk</p> <p>Post: Kenilworth Road Stadium 1 Maple Road Luton Bedfordshire LU4 8AW</p> <p>The Senior Manager will respond within 20 working days, depending on the complexity of the issue.</p>
Stage 4 – Chief Executive Review	<p>If the issue remains unresolved, the complaint may be escalated to the Chief Executive Officer. A final response will be issued within 4 working weeks. This decision is final within the Club.</p>

Safeguarding Complaints

If the complaint relates to the welfare of a child or an adult at risk of harm, it must be referred to the Club's Designated Safeguarding Lead. The Safeguarding Lead will appoint an appropriate person to conduct an investigation in line with the above principals.

The Clubs Designated Safeguarding Lead is Sarah Bloomer – sarah.bloomer@lutontown.co.uk

For further information relating to Safeguarding at the club can be found here

<https://www.lutontown.co.uk/en/club-information/safeguarding>

Examples of safeguarding complaints include:

- Allegations of poor practice or misconduct in youth activities
- Concerns about bullying, neglect, abuse, or risk of harm



Safeguarding complaints will be handled in line with statutory guidance and Club safeguarding procedures. Where necessary, external agencies (e.g. police or local authorities) will be involved.

Discrimination Complaints

Complaints relating to discrimination will follow a separate internal investigation process, with external agency involvement where necessary. The Club is committed to creating an inclusive environment and will take swift action to investigate any such complaints thoroughly.

If You're Still Not Satisfied

If, after completing all Club stages, you remain dissatisfied with the outcome, you may contact the Independent Football Ombudsman (IFO):

Email: contact@theifo.co.uk

Post: Independent Football Ombudsman, Suite 49, 33 Great George Street, Leeds, LS1 3AJ

Phone: 0800 588 4066

Website: www.theifo.co.uk

Monitoring and Reporting

The Club will maintain a confidential log of all complaints, including outcomes and timeframes. Anonymised data will be reviewed periodically by the Board to ensure policy effectiveness and drive service improvements.