



FOUNDATION

Complaints Policy &
Procedure



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Complaints Policy & Procedure

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West Ham United Foundation Complaints Policy and Procedure

West Ham United Foundation (WHUF) aims to provide a professional service for members of the public, customers, and service users. WHUF works hard to ensure a high standard of customer service is provided by our employees. We welcome all comments and feedback about the way we work, whether positive or negative. If someone has a complaint, we will aim to resolve it as quickly and efficiently as possible in a personal, fair, and confidential way.

The purpose of our complaints handling procedure is to ensure that we:

- Listen and are responsive to issues and concerns.
- Respond swiftly and at a level close to the point of service delivery
- To be fair and consistent
- Offer solutions and/or explanations
- Ensure all WHUF staff are accountable regardless of role or level of seniority.
- To support staff who are either raising or subject to a complaint
- To respect confidentiality
- To record complaints consistently, and monitor what we record
- To review complaints constructively as an opportunity for continued learning and improvement.

Step 1: Making a Complaint

WHUF encourage members of the public, customers and service users to raise their concerns or dissatisfaction with present staff members at the initial moment an issue occurs. WHUF staff are expected to take ownership and be proactive in resolving concerns. However, from time to time we appreciate that all complaints cannot be resolved straight away and offer the following means of contacting us:

Website:

- <https://www.whufc.com/club/community/foundation/contact-us>

Telephone:

- 020 747 37720

Post:

- Director of Safeguarding & Operations, West Ham United Foundation, The Foundry, 60A Albatross Close, Beckton, London, E6 5NX



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Email:

- FoundationFeedback@westhamunited.co.uk

Social Media:

- LinkedIn: West Ham United Foundation
- Facebook, Twitter & Instagram: @WHUFoundation

Complainants are asked to provide as much detail as possible including:

- Their full name and that of any player or participant that is involved in their reason for making a complaint.
- Contact details
- Programme, service, and staff involved
- Details of the complaint (including dates, times and location).

Step 2: How we will handle complaints

We will acknowledge all complaints within 3 working days of receipt. We aim to investigate and send a full response within 21 working days. WHUF will seek to resolve all complaints within this timescale, however if this cannot be done WHUF will regularly update the complainant on progress.

Complaints should be sent to the Foundation Director of Safeguarding & Operations. This will be logged and forwarded to the relevant programme manager for investigation.

- Minor complaints may result from misinterpretations, misunderstandings, errors of detail, or careless practice. In most cases a letter will be drafted by the Programme Manager on behalf of the Director of Safeguarding detailing the outcome of the investigation and where applicable offer an apology and appropriate compensation. All letters need sign off from the Director of Safeguarding & Operations and Director of Marketing, Communications & Fundraising before sending.
- Major complaints may involve a breach of the criminal law, safeguarding, health and safety or have serious financial and reputational implications to WHUF. In such incidents the complaints will be investigated in line with the relevant WHUF policy and led by members of the Senior Leadership Team. The Director of Safeguarding & Operations or Chief Executive Officer will assume responsibility of liaising with the complainant.

Please note that if a complaint resulted in staff disciplinary action this is dealt with under the West Ham United Football Club Staff Disciplinary Policy. To manage expectations the lead investigating officer should notify the complainant they would not be informed of the outcome.



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Step 3 - If the complainant remains dissatisfied

If after 28 days, the complainant remains dissatisfied with the progress of the complaint they have the option of taking the complaint in writing to the Chief Executive Officer c/o the WHUF.

If the complainant still remains dissatisfied with the response, they are advised to write to the Chair of Trustees c/o WHUF and the letter will be forwarded to the Chair.

If the complainant remains dissatisfied with WHUF overall response, they are advised to contact the Charity Commission: <https://www.gov.uk/government/organisations/charity-commission> for advice.

Step 4 - Appropriate Corrective Action

Having closed down a complaint, a decision is made whether any improvements to internal systems or equipment is needed or whether there are performance issues to manage. Implementation of improvements to processes and addressing training or development needs to be started as soon as possible.

All complaints are logged on the Operations Dashboard. The Director of Safeguarding & Operations will report any complaints at the monthly Operations Forum with the senior leadership team. The analysis ensures any trends are reviewed and any actions or mitigation are acted upon.

Benchmarking against our past performance is vital to ensure we are continually improving standards

Associated Policies & Procedures

- Safeguarding Policy
- Anti-Discrimination Policy
- Health & Safety Handbook
- Incident Reporting Procedure
- Whistleblowing Policy



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