



Complaints policy

Policy information			
Date created	25/08/2024	Lead	David Rees
Review Date	24/08/2025	Board sign off date	30/08/2024

Introduction

Hanworth Villa Football Club (HVFC) is committed to providing a safe, inclusive, and high-quality experience for all players, supporters, volunteers, and visitors. We value feedback and take complaints seriously to ensure continuous improvement. This policy outlines the process for submitting, handling, and resolving complaints related to customer service, safeguarding, safety, and other club-related matters.

How to Make a Complaint

Complaints can be made by:

Email: Send your complaint to info@hanworthvilla.co.uk

Written Letter: Address your complaint to the Club Secretary at Hanworth Villa FC, Rectory Meadow, Park Road, Hanworth, TW13 6PN.

In-Person: Request a meeting with an appropriate club representative by contacting the club in advance.

Safeguarding Concerns: Any safeguarding concerns should be reported to the Club Welfare Officer at youth@hanworthvilla.co.uk immediately.

Complaint Handling and Response Timelines

Acknowledgement: HVFC will acknowledge receipt of the complaint within 5 working days.

Investigation: A designated club representative will investigate the complaint. This may involve gathering information, speaking to relevant parties, and reviewing any evidence.

Response: A formal response will be provided within 14 working days. If further investigation is required, the complainant will be informed of the delay and provided with an estimated timeline for resolution.

Dispute Resolution and Appeals

If a complainant is dissatisfied with the initial response, they may request a review by:

- Submitting a written appeal within 10 working days of receiving the response.
- The appeal will be reviewed by a senior club official or committee within 14 working days.
- A final decision will be communicated within 7 working days following the review.

Safeguarding and Safety Complaints

- Any complaint related to safeguarding or safety will be prioritised and handled by the appropriate safeguarding officer.
- If necessary, complaints will be escalated to external authorities, such as the Football Association (FA) or local safeguarding boards.

Confidentiality and Fairness

- All complaints will be handled with strict confidentiality.
- HVFC is committed to treating all parties involved fairly and without discrimination.
- Retaliation against complainants will not be tolerated.

Contact Information

For any complaints or further information, please contact:

- Club Secretary: info@hanwrothvilla.co.uk
- Safeguarding & Welfare Officer: youth@hanworthvilla.co.uk
- Health & Safety: dave.rees@hanworthvilla.co.uk

