



English Schools' Football Association

## Comments, Compliments and Complaints

The ESFA is committed to providing a high quality service to its membership, its stakeholders and the players it provides for. In the event that you are dissatisfied with an ESFA matter, the procedure below outlines the process by which you can raise your concern. It also provides the means for you to give us any other feedback which may help us to continually improve our operations.

If your complaint relates to the arrangement or outcome of a **competition**, you must follow the ESFA's national competitions protests procedure, which can be found at the end of this document.

If your complaint relates to **any other matter arising from local district or county football**, you must follow the complaints procedure of your local Association. The national body cannot investigate matters of local concern.

If you have concerns about the **safety or welfare of a child**, you should refer this to your local Association's child welfare officer, or to the National Child Welfare officers. You can find details of the ESFA's child welfare contact and policies here: <https://schoolsfootball.org/child-welfare/>

If your complaint relates to any other subject, please use the procedure outlined below. Please be aware that the ESFA does not use its complaints procedure to review player selection for representative football.

The ESFA welcomes positive feedback so that its volunteers, staff and partners can be formally thanked. We appreciate each comment or compliment that we receive.

### Comments and Compliments Procedure:

Should you wish to comment or compliment us on your experience with the ESFA, please do so by completing the comments and compliments form, and email it to [andrea.chilton@schoolsfa.com](mailto:andrea.chilton@schoolsfa.com), or post it to the Head of Administration, English Schools' FA, Staffordshire Technology Park, 4 Parker Court, Stafford ST18 0WP. We may not routinely acknowledge your comment or compliment, so thank you in advance for getting in touch and giving us your feedback.

## **Complaints Procedure:**

In the event that you are dissatisfied with the ESFA and that no other route of appeal is available to you, using the procedure below will ensure that your complaint is given due consideration.

- 1 Please raise your concern initially with the ESFA department responsible for the matter. Our staff will take every opportunity to resolve the complaint informally.
- 2 If an informal resolution is not possible, please complete the complaints form and submit it to [andrea.chilton@schoolsfa.com](mailto:andrea.chilton@schoolsfa.com)
- 3 Your complaint will usually be acknowledged within three working days and we aim to complete our investigations within fifteen working days. Where matters are complex and are likely to take longer to resolve, we will inform of the specific timescales within the original 15 day timescale.
- 4 Your complaint will be allocated to a senior member of the ESFA staff or Council, who will independently investigate the issue. Please therefore put as much detail as possible in the complaints form, and make sure you complete the “contact details” section. Please also identify what you would hope to achieve by way of resolution of the complaint.
- 5 Complaints must be raised within four weeks of the original issue so that evidence is available and current during the investigation.
- 6 Following the independent investigation into your complaint, you will be informed of the outcome in writing.
- 7 Please note that the ESFA will not investigate complaints submitted anonymously.
- 8 The ESFA reserves the right to disregard complaints it believes to be malicious or inappropriately persistent.
- 9 All complainants should be aware that our staff and our council members have the right to fulfil their duties in a pleasant and safe environment and any violent or abusive behaviour will not be tolerated.

## **Appeals**

If after the investigation you remain dissatisfied with the outcome, you may appeal against the decision within ten working days of our response. To appeal, please write to us noting the grounds for your appeal and submit it either by email or post to ESFA Chairman, c/o English Schools' FA, 4 Parker Court, Staffordshire technology Park, Stafford ST18 0WP

The appeal will be investigated by a senior member of the ESFA staff or Council who was not part of the original investigation and the timescales outlined in point 3 above will apply. You will be informed in writing of the outcome.

The outcome of the appeal concludes the ESFA's complaints process.

Records of complaints shall be disposed of confidentially two working weeks after the deadline for receipt of appeals.

### **Procedure Review**

This procedure will be reviewed at least annually.

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For office use only

Procedure title	Comments, compliments and complaints
Policy version	D.02AC
Policy author	CEO
Policy consultation	September 19 Trustees
Policy approval (trustees / Council)	Sept 19 Trustees
Policy training and dissemination	October 15 <sup>th</sup>
Policy review date	October 2020

<b>COMMENTS AND COMPLIMENTS</b>	
Name	
Relationship with ESFA eg Parent, School, Player	
Date	
Feedback:	
<p>Occasionally we use quotes from satisfied customers in our marketing materials. Would you be happy for us to select elements of your message and publish it for that purpose?</p> <p style="text-align: center;">Yes / No *</p> <p>* please delete</p>	
<p>If so, would you be happy to be named or would you prefer the quotation to be uncited?</p> <p style="text-align: center;">Yes, please use my name / I'm happy for you to quote me, but please do so anonymously</p> <p>* please delete</p>	
<p><b>Thank you for getting in touch.</b></p> <p><b>Your comments will be used in when we evaluate our activities and we are grateful that you have taken the time to give us some feedback</b></p>	

**COMPLAINTS**

Name	
Date	
Contact Details	
Contact Preference	Email / post * * - please delete
Relationship with ESFA eg Parent, School, Player	
Person with whom informal resolution has been sought	
Feedback:  <i>Please include as much detail as possible, including the date of the incident/issue</i>	
Resolution:  <i>Please identify what you would hope to achieve by way of resolution of this complaint:</i>	
Signature	

## PROTESTS

- (a) Protests against decisions made in ESFA National Competitions shall be considered under paragraphs (f) and (g) below.
- (b) Protests arising from competitions organised for schools by a District Schools' Football Association shall be submitted to that District in line with the ESFA policy for protests, which shall apply as follows:
  - (i) All protests shall be in writing and shall be received at the DSFA nominated address within 2 working days of the match concerned.
  - (ii) No protest relative to the ground, goalposts, or other appurtenances of the game shall be considered unless a protest in writing was made to the referee before the start of the match.
  - (iii) Any protest shall be signed by the Headteacher/Principal as acknowledgment of their approval of its submission.
  - (iv) The (insert responsible person/committee) will gather any evidence they wish to have before making their decision.
  - (v) A copy of this decision must be relayed to both teams in writing.
- (c) Should the complainant not be satisfied with the decision of the District Association, an appeal shall be submitted to the CSFA in line with the ESFA policy for appeals, which shall apply as follows:
  - (i) Any appeal against the decision of a District Schools' FA within the CSFA boundaries must be made within 2 working days of the receipt of the ruling that the DSFA has made.
  - (ii) The appeal must arrive at the CSFA headquarters by letter, countersigned by the Headteacher/Principal/Association Secretary and accompanied by a School/College/Association cheque for £50. This will be returned if the appeal is upheld.
  - (iii) The appeal will be considered by (insert responsible person/committee) and shall be final and binding on all participants.
- (d) Protests arising from competitions organised for schools by a County Schools' Football Association shall be submitted to that County in line with the ESFA policy for protests, which shall apply as follows:
  - (i) All protests shall be in writing and shall be received at the CSFA nominated address within 2 working days of the match concerned.
  - (ii) No protest relative to the ground, goalposts, or other appurtenances of the game shall be considered unless a protest in writing was made to the referee before the start of the match.

- (iii) Any protest shall be signed by the Headteacher/Principal as acknowledgment of their approval of its submission.
  - (iv) The (insert responsible person/committee) will gather any evidence they wish to have before making their decision.
  - (v) A copy of this decision must be relayed to both teams in writing.
- (e) Should the complainant not be satisfied with the decision of the County Association, an appeal shall be submitted to the ESFA in line with the ESFA policy for appeals, which shall apply as follows:
- (i) Any appeal against the decision of a County Schools' FA must be made within 2 working days of the receipt of the ruling that the CSFA has made.
  - (ii) The appeal must arrive at the ESFA headquarters by letter, countersigned by the Headteacher/Principal/Association Secretary and accompanied by a School/College/Association cheque for £50. This will be returned if the appeal is upheld.
  - (iii) The appeal will be considered by the ESFA's Governance Committee and shall be final and binding on all participants.
- (f) Protests arising from competitions organised for schools, districts or counties by The English Schools' Football Association shall be submitted to the ESFA in line with the ESFA policy for protests, stated below:
- (i) All protests regarding ESFA national competitions shall be in writing and shall be received at the ESFA headquarters within 2 working days of the match concerned.
  - (ii) No protest relative to the ground, goalposts, or other appurtenances of the game shall be considered unless a protest in writing was made to the referee before the start of the match.
  - (iii) Any protest shall be signed by the Headteacher / Principal or the relevant Association Secretary as acknowledgment of their approval of its submission.
  - (iv) The National Competitions Department (NCD) will gather any evidence they wish to have before making their decision.
  - (v) A copy of this decision must be relayed to both teams in writing.
- (g) Should the complainant not be satisfied with the decision of the ESFA, an appeal shall be submitted to the ESFA in line with the ESFA policy for appeals, as stated below:
- (i) Any appeal against the National Competitions Department (NCD) decision must be made within 2 working days of the receipt of the ruling that the NCD has made.
  - (ii) The appeal must arrive at the ESFA headquarters by letter, countersigned by the Headteacher / Principal / Association Secretary and accompanied by a School / College / Association cheque for £50. This will be returned if the appeal is upheld.

- (iii) The appeal will be considered by members of a panel appointed by the ESFA Competitions Committee Chairman. The Competitions Committee shall have the power of Council to make all decisions in relation to the organisation, control, and management of any ESFA competition which shall be deemed to be the decision(s) of Council and shall be final and binding on all participants.