

Scottish Youth FA

Complaints Management System



Scottish Youth FA

Complaints Management System

1. INTRODUCTION

The Scottish Youth FA is a Company Limited by guarantee and not having a share capital under cover of The Companies Acts 1985 to 2006, governed by Articles of Association and a set of Supplementary & Playing Rules.

The Scottish Youth FA mission is:

Provide football for children of all ages throughout Scotland to enable them to develop and flourish in the game of association football. Support every volunteer to enable them to develop within SYFA. Lead the way in modernising approaches to the provision of football ensuring the continued growth of grassroots football throughout Scotland.

The Scottish Youth FA vision is:

To increase participation and development of children and young adults within Scotland

The Scottish Youth FA operates a zero tolerance policy towards any person being abusive or making abusive comments towards any member of the SYFA staff.

If abusive comments are made during a telephone call, the member of staff will inform the person regarding their behaviour and if it continues will terminate the call. All abusive comments will then be recorded and will be referred to the relevant disciplinary committee.

“People are reluctant to complain but only by knowing what has gone wrong will SYFA be able to continually improve in the future”

2. POLICY STATEMENT AND OBJECTIVES

2.1 Policy Statement

SYFA is committed to providing excellent customer service to everyone who is affected by its operation. We do not look at complaints as unwanted and we are firmly committed to a process of continuous improvement of which the complaints procedure is just one element.

Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

This procedure will be available on our web site and will form part of the induction process for staff and directors. A copy will be sent to anyone making a complaint. Regular statistical reports will be provided to the Board of Directors and published on the web site.

All complaints must be made in writing using the relevant Form contained in Appendix A.

2.2 Objectives

The objectives of this complaints management system are to ensure that:

- 2.2.1 Any complaints that are received are investigated at the appropriate level in the organisation;
- 2.2.2 All complaints are actioned in the most expeditious way;
- 2.2.3 Persons making complaints know how their complaint will be dealt with and;
- 2.2.4 Wherever possible, lessons are learned.

3. DEFINITION OF A COMPLAINER

For the purposes of this complaints management system, complainers are defined as anyone who has any dealings with the SYFA and wishes to raise a concern or complaint against any of the following:

- 3.1 SYFA Member League(s) or Association(s);
- 3.2 SYFA Member Club(s);
- 3.3 SYFA Registered Player(s);
- 3.4 SYFA Registered Official(s);
- 3.5 SYFA member of Staff;
- 3.6 SYFA Director(s), member of a Working Group or member of a Committee;
- 3.7 A parent or guardian of a player or official;
- 3.8 A member of any other recognised football organisation.

This management system excludes staff who would be asked to raise issues either with the Chief Executive or under the SYFA grievance procedure.

Directors are also excluded from this procedure. Any Director with specific issues should raise the complaint with the SYFA Chairman.

4. MISUNDERSTANDINGS

Even if the person raising a complaint does not regard a particular concern as a 'complaint', SYFA would still like to know about it as it may help us deal with something we would otherwise overlook. These smaller things that go wrong or small misunderstandings can often be put right very quickly. SYFA wants to know about these as SYFA want all involved to get an acceptable solution very quickly however SYFA also needs to learn from the process.

In striving for an excellent complaint management system, SYFA realise that this is a high standard and in order to meet it, SYFA needs to be made aware of even the most minor failing. In order to avoid feeling that a minor issue is not worth raising as a complaint, SYFA will take steps to encourage comment and constructive criticism at every level.

Training will be provided to all staff in dealing with all reported issues and misunderstandings. This training will include an empowerment to immediately resolve any issue where SYFA service level has not met the complainer's expectations, if this is possible. Members of staff will record all issues dealt with in this way. The complainer's name will not be included and the staff member will make an objective judgment on the cause of the problem and these will be analysed on a regular basis as part of our process of continuous improvement.

5. DEFINITION & TYPE OF COMPLAINTS

5.1 Definition

A complaint is defined, for the purpose of this system, as a written record compiled by any complainer to SYFA that is sent to the appropriate person to be registered and where the originator has received an acknowledgement.

To clarify, the definition “complaint” does not include a comment provided by individuals asking for a simple remedy to a minor problem.

5.2 Complaints

The following lists of examples of complaints are not exhaustive.

- 5.2.1 The following are examples of complaints involving a member league(s) or association(s):
 - 5.2.1.1 SYFA member league or association complains against another member league or association
 - 5.2.1.2 SYFA member league or association complains against an SYFA member club(s)
 - 5.2.1.3 SYFA member league or association complains against an SYFA registered official(s)
 - 5.2.1.4 SYFA member league or association complains against an SYFA registered player(s)
 - 5.2.1.5 SYFA member league or association complains against an SYFA member of staff or official
 - 5.2.1.6 SYFA member league or association complains against another recognised football organisation

- 5.2.2 The following are examples of complaints involving a member club(s):
 - 5.2.2.1 SYFA member club complains against an SYFA member league or association;
 - 5.2.2.2 SYFA member club complains against another member club
 - 5.2.2.3 SYFA member club complains against another member club’s supporters
 - 5.2.2.4 SYFA member club complains against a registered official or player
 - 5.2.1.5 SYFA member league or association complains against an SYFA member of staff or official
 - 5.2.2.6 SYFA member club complains against a member club from another recognised football organisation

- 5.2.3 The following are examples of complaints involving a registered player(s):
 - 5.2.3.1 SYFA registered player complains against an SYFA member league or association
 - 5.2.3.2 SYFA registered player complains against an SYFA member club(s)
 - 5.2.3.3 SYFA registered player complains against an SYFA member club’s supporters
 - 5.2.3.4 SYFA registered player complains against an SYFA registered player(s)
 - 5.2.3.5 SYFA registered player complains against an SYFA registered official(s)

- 5.2.3.6 SYFA registered player complains against an SYFA member of staff or official
- 5.2.4 The following are examples of complaints involving a registered official(s):
 - 5.2.4.1 SYFA registered official complains against an SYFA member league or association
 - 5.2.4.2 SYFA registered official complains against an SYFA member club(s)
 - 5.2.4.3 SYFA registered official complains against an SYFA member club's supporters
 - 5.2.4.4 SYFA registered official complains against another SYFA registered official(s)
 - 5.2.4.5 SYFA registered official complains against an SYFA registered player(s)
 - 5.2.4.6 SYFA registered official complains against an SYFA member of staff or official
- 5.2.5 The following are examples of complaints involving a player's parent(s) and/or guardian(s):
 - 5.2.5.1 SYFA player's parent(s) and/or guardian(s) complains against an SYFA member league or association
 - 5.2.5.2 SYFA player's parent(s) and/or guardian(s) complains against an SYFA member club(s)
 - 5.2.5.3 SYFA player's parent(s) and/or guardian(s) complains against an SYFA member club's supporters
 - 5.2.5.4 SYFA player's parent(s) and/or guardian(s) complains against an SYFA registered official(s)
 - 5.2.5.5 SYFA player's parent(s) and/or guardian(s) complains against an SYFA player(s)
 - 5.2.5.6 SYFA player's parent(s) and/or guardian(s) complains against an SYFA member of staff or official
- 5.2.6 The following are examples of complaints involving a member of another recognised football organisation:
 - 5.2.6.1 Complaints against an SYFA member league(s) or association(s)
 - 5.2.6.2 Complaints against an SYFA member club(s)
 - 5.2.6.3 Complaints against an SYFA registered official(s)
 - 5.2.6.4 Complaints against an SYFA registered player(s)
 - 5.2.6.1 Complaints against an SYFA member league or association
 - 5.2.6.1 Complaints against an SYFA member league or association
 - 5.2.6.1 Complaints against an SYFA member league or association

6. INTEGRITY AND TRANSPARENCY

- 6.1 During the process of dealing with a complaint we will be as open and transparent as possible. People raising complaints will be given full information about the progress of their complaint except in the cases mentioned below.
 - 6.1.1 If the complaint involves questions about the actions or competencies of individual members of staff or directors, other processes may incorporate the complaints procedure and SYFA may not be able to provide the person raising

the complaint with all the relevant information. (For instance, employment legislation may prevent publication of the results of disciplinary processes)

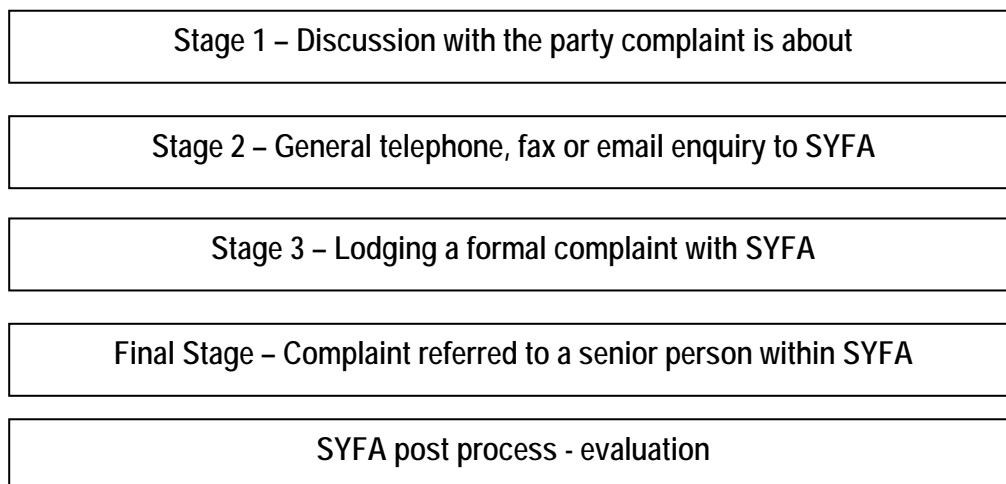
6.1.2 The legal requirements of the Public Interest Disclosure Act 1998 (Whistleblowers) may restrict the information that can be provided to persons raising complaints

6.2 If either of these situations occurs the Chief Executive will provide an explanation without disclosing any restricted information.

6.3 To ensure confidentiality, information about the progress of a complaint will only be provided to the person making the complaint.

7. COMPLAINTS PROCESS

The complaints process comprises a four stage model and can best be illustrated as shown immediately below:



7.1 First Stage Review

7.1.1 In the first instance the person raising a complaint or concern MUST discuss and seek resolution of the issue to the party against whom they are complaining e.g. a member club, member league or association, registered official

7.1.2 If the first stage review does not take place the issue cannot be progressed to second stage review unless in exceptional circumstances as appropriate to the case

7.1.3 If application for a second stage review is made to SYFA without point 7.1.2 being completed any complaint will be returned to the complainer

7.2 Second Stage Review

7.2.1 Minor complaints or requests for information are to be made by telephone, facsimile or email

7.2.2 An SYFA member of staff will make every effort to investigate each complaint/request and give an appropriate response

7.2.3 Possible outcomes may be:

- 7.2.3.1 Appropriate response supplied, person making the complaint/request is satisfied with the response so the complaint/request is considered as being resolved
- 7.2.3.2 Appropriate response supplied, person making the complaint/request is not satisfied with the response but accepts the response as factual so the complaint/request is considered as being resolved
- 7.2.3.3 Appropriate response supplied, person making the complaint/request is not satisfied with the response and wishes to escalate the issue by raising a formal complaint (*refer to point 7.2 lodging a formal complaint*)

7.3 Lodging a Formal Complaint

- 7.3.1 Persons lodging a formal complaint must complete in writing and sign an SYFA Complaints Form
(*SYFA Complaint Forms are contained as an appendix to this document*).
 - 7.3.1.1 SYFA requires an explanation of the issue that has caused them to be dissatisfied
 - 7.3.1.2 A complaint should also contain an explanation of what the person making the complaint requires to be done to resolve the issue
- 7.3.2 Complaints should be sent to the Chief Executive in order to register them within the complaints management system
- 7.3.3 SYFA will send an acknowledgement by email quoting a complaint registration number. Including this number with any further correspondence will assist SYFA to progress the complaint

7.4 Third Stage Review

- 7.4.1 An SYFA member of staff will be allocated to investigate each complaint, unless such a person is specifically mentioned in the complaint, in which case it will be referred to the SYFA Chief Executive
- 7.4.2 The SYFA member of staff allocated will endeavour to make every effort to investigate each complaint and give an appropriate response
- 7.4.3 All correspondence about complaints will be treated as confidential but may need to be shared with the person or group against whom the complaint is made. As part of the investigation correspondence will only be shared on a need to know basis
- 7.4.4 When the second reviewer has considered the detail of the complaint, the person raising the complaint will receive a written response detailing any proposed remedial action. This will be done within 28 days of the receipt of the original complaint and all investigation correspondence
- 7.4.5 If it is not possible to give a written response within 28 days, the Chief Executive will explain this in writing at the end of the 28 day period
- 7.4.6 Possible outcomes may be:
 - 7.4.6.1 Appropriate response supplied, person making the complaint is satisfied with the response so the complaint is considered as being resolved

- 7.4.6.2 Appropriate response supplied, person making the complaint is not satisfied with the response but accepts the response as factual so the complaint is considered as being resolved
- 7.4.6.3 Appropriate response supplied, person making the complaint is not satisfied with the response and wishes to escalate the complaint to a final stage review before a more senior person within SYFA
- 7.4.6.4 Appropriate response supplied, person making the complaint is not satisfied with the response and wishes to escalate the complaint to mediation before a more senior person within SYFA

7.5 Final Stage Review

- 7.5.1 If a final stage review is requested, the matter will be referred to a more senior person within SYFA who will take a fresh and impartial look at the complaint. This may be the Chief Executive or an appropriate Director
- 7.5.2 The SYFA objective is to find a mutually satisfactory resolution to the complaint
- 7.5.3 Following the final stage review, the person raising the complaint will be provided with a final response from SYFA detailing any changes to the previously proposed remedial action
- 7.5.4 However, if the complainer is not satisfied with this review after SYFA has provided a final response then the complaint will be considered “deadlocked”
- 7.5.5 The final stage review response will be considered the final position of SYFA
- 7.5.6 However, under exceptional circumstances the final SYFA response may also indicate if, and how, the complaint can be progressed beyond the final stage review

8. MEDIATION

- 8.1 Mediation is an informal process that complements SYFA’s other formal procedures for dealing with issues. It is a process which is used to help improve working relationships between members, perhaps where there has been a misunderstanding or a disagreement.

Mediation seeks to provide an informal and speedy solution to conflict, and it **can be used at any point in the conflict cycle**. What the process offers is a safe and confidential space for participants to find their own answers.

Mediation is voluntary and completely confidential.

- 8.1.1 Mediation may be requested by SYFA or either party to a complaint
- 8.1.2 Mediation may be requested at any stage within the complaints management system
- 8.1.3 Mediation will be carried out in accordance with SYFA Mediation procedures
- 8.1.4 The SYFA objective is to find a mutually satisfactory resolution to any issues

9. COMPLAINTS RE THE COMPLAINTS PROCESS

If an accusation is made that this complaints management system has not been followed, the matter can be raised for discussion at a meeting of the Board of Directors by writing to the SYFA Chairman C/o SYFA, Hampden Park, Glasgow, G42 9BF. The Board of Directors’ meeting will not consider the substantive matter because this may invalidate the final stage review process, but may refer the whole matter back for a second stage review and ask for a report to make sure that the full procedure is followed.

10. WITHDRAWING A COMPLAINT

If at any stage the person making the complaint wants to stop a complaint from being progressed, the person can do so in writing or email to the Chief Executive.

SYFA reserves the right to continue to investigate serious complaints in these circumstances.

11. RESULTS OF COMPLAINTS

The Board of Directors will receive a report at least once a year showing how many complaints have been received, the general nature of the problem and a list of remedial actions that have been taken. The Board of Directors may, at their discretion, require more frequent reports. A summary statement will be included on the SYFA web site and, at the discretion of the Board of Directors, published in the SYFA annual report.

12. CONTINUOUS IMPROVEMENT

SYFA strives to be a learning organisation and will further develop quality improvement procedures, which will include information received from this process. SYFA would appreciate feedback from complainants about their experience of the SYFA's complaints procedure and may use this to improve the way complaints are managed in the future. Further information will be included in the annual review of this complaints management system.

Appendix A

All forms can be found at www.scottishyouthfa.co.uk then Downloads and then Complaints

Form SYFA C01

To be used when making a complaint against an SYFA Member Club or Club Official

Form SYFA C02

To be used when making a complaint against any Club who are not in membership of the SYFA

Form SYFA C03

To be used when making a complaint against an SYFA Registered Player or Player's Parent

Form SYFA C04

To be used when making a complaint against an SYFA Member League or League Official

Form SYFA C05

To be used when making a complaint against the SYFA, SYFA Member of Staff, Board or a Working Group