



Bloomsbury Football Foundation

Complaints Policy

Created: June 2022

Effective date: February 2025

Revised by: Head of Safeguarding and Governance

Next review date: February 2026

Purpose:

The purpose of this policy is to:

- set out the process for raising complaints.
- ensure complaints are handled fairly, transparently, and efficiently.
- ensure that every complaint is addressed satisfactorily and used constructively to improve our performance.

Please note:

If your complaint requires urgent action as an individual at immediate risk, contact emergency services.

If you intend to whistleblow, please follow the “Whistleblowing Policy” noted on our website.

All safeguarding complaints and concerns should be directed to safeguarding@bloomsburyfootball.com or, if necessary, in accordance with the Whistleblowing Policy.

How to Make a Complaint:

Your complaint should be addressed to the **Head of Safeguarding and Governance** (contact details below), who will acknowledge receipt in writing within **10 working days**. Complaints should be made as soon as possible and must include:

- **Your name, organisation (if relevant), address, telephone number and email.**
 - If you prefer not to be contacted in a particular way, please let us know, and we will respect your preference.
- **A detailed description of the complaint**, including:
 - What happened

- o Where and when (date/time) the situation occurred
- o Who was present
- o Any action taken and by whom
- **A clear explanation of what you found unsatisfactory.**
- **Suggestions for resolution** – what you believe should be done to address the concern.

If your complaint is about the Head of Safeguarding and Governance, it should be addressed to the Chief Executive Officer and marked “confidential”.

The contact details of the Head of Safeguarding and Governance and the Chief Executive Officer are as follows:

Head of Safeguarding and Governance

- **Name: Peter Marment**
- **Email: p.marment@bloomsburyfootball.com**

Chief Executive Officer

- **Name: Charlie Hyman**
- **Email: c.hyman@bloomsburyfootball.com**

Complaint Handling Process:

We will:

- **Acknowledge receipt** of the complaint within **10 working days**.
- **Investigate the complaint** in a professional manner, providing updates to the complainant.
- **Respond within 14 working days**. If this is not possible, a holding reply will be sent after 14 working days advising when we estimate the investigation will be completed. The response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act 2018, which will likely not allow us to disclose personal information.
- **Inform the complainant of the outcome** within a reasonable timeframe.
- **Report the complaint to our Board of Trustees**.

Anonymous Complaints:

Anonymous complaints will be logged and investigated where possible. However, we recognize that such complaints can sometimes be malicious. While we uphold the right of anyone involved in our work to raise concerns, we also have a duty to protect staff and members from unsubstantiated or potentially malicious allegations.

For this reason, we strongly encourage complainants to provide their contact details along with the complaint.

Wider Action:

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulators, or the [Police](#).

Consideration will also be given to whether any changes should be made to policies, procedures, training or otherwise to see if anything might reasonably be done to prevent a similar issue arising in future.

Appeals:

If you are unsatisfied with the outcome of your complaint, you may appeal the decision by contacting the Head of Safeguarding and Governance.

- The appeal must specify why you feel the decision made was incorrect, supported by relevant facts and information.
- All appeals will be raised to the Board of Trustees' designated complaints contact.
- You will be notified within 28 working days of a final decision.

Charlie Hyman

18 Feb 2025

Charlie Hyman (Feb 18, 2025, 8:33am)

Charlie Hyman
CEO

Peter Marment

17 Feb 2025

Peter Marment (Feb 17, 2025, 4:59pm)

Peter Marment
Head of Safeguarding and Governance

*The procedure to review this document includes (1) the CEO will assign the Head of Safeguarding and Governance to update the document annually; (2) the Head of Safeguarding and Governance will ensure the policies and procedures contained in the document comply with the relevant legislation and regulations; and (3) the CEO will review the changes made to the document and sign it off when concluded.