



# East Fife Sports Council

## *Complaints Procedure*

East Fife Sports Council is committed to the provision of high quality services.

Occasionally, within any organisation, things can go wrong. When this happens, we will investigate all complaints received and communicate outcomes to you.

Your views are important to us, and will be used to help us plan and improve our services for the future.

Our promise to you:

- To provide a sympathetic, fair and consistent approach to resolving complaints.
- To investigate fairly all aspects of your complaint.
- To keep you informed of progress.

Should you have a complaint to make, the steps below lay out how to do so.

### **1. How do I make a complaint?**

Many complaints can be resolved informally. In the first instance, you may wish to take the matter up either through our Secretary or through our Chairman. Either can be contacted by email on [secretary@eastfifesportscouncil.org.uk](mailto:secretary@eastfifesportscouncil.org.uk)

If this does not resolve your issue, or if you want to make a formal complaint, you should complete a Complaints Form (available from the Secretary) and post it to us.

East Fife Sports Council  
PO Box 14720  
Cupar  
KY15 5YB

Data Protection Act 1998 - The information you supply will be maintained in accordance with the Act. It will not be passed to any other person outside the Sports Council, without your prior consent, unless this is a legal requirement.

### **2. What will happen when I make a complaint?**

The Sports Council will try to resolve complaints "on the spot" where possible. If your complaint cannot be resolved within 3 days, we will:

- Send a written acknowledgement of your complaint within 5 days.
- Carry out a thorough investigation of your complaint.
- Inform you of the outcome (in writing) within 20 days from the date the complaint was received by the Sports Council.
- Write to update you every 20 days until complete.

### **3. What if I am still not happy?**

- You have a right to appeal to the Chairman for a further investigation. The appeal must be made within 20 days of receiving the response to your original complaint.
- The appeal will be received by the Chairman and will be acknowledged in writing within 5 days.
- The Chairman will carry out an appeal investigation seeking to negotiate an acceptable resolution. The outcome will be confirmed in writing to you, within 28 days from receipt of appeal.

### **4. Taking complaints outwith the Sports Council**

The Chairman's decision marks the end of our complaints procedure. However if you are still not satisfied, you have the right to take your complaint to independent arbitration.

# East Fife Sports Council

## *Complaints Form*

Name:	
Address:	
Telephone:	
Email:	
Nature of Complaint	

Please return this form to:

The Secretary  
East Fife Sports Council  
PO Box 14720  
Cupar  
KY15 5YB