



East Fife Sports Council

Complaints Procedure

East Fife Sports Council (EFSC) 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

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 2018 - 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 working days, we will:

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

4. Taking complaints out with 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