



We are committed to providing the highest standard of service to all our beneficiaries, partners & sponsors. Our aim is to get things right first time. If you are unhappy with the quality of service you receive from LHFC, we will endeavour to set things right.

COMPLAINTS PROCEDURE

CONTACT DETAILS

Address: Liverpool Homeless Football Club
151 Dale Street,
Liverpool
L2 2AH

Email: info@liverpoolhomelessfootballclub.com

Tel: 0151 237 3986

A) Who to direct your complaint to:

1. Please liaise with: **HR/Admin**

Name: Frances Davies

Email: admin@liverpoolhomelessfootballclub.com

If unavailable please contact: **CEO**

Name: John Finnigan

Email: ceo@liverpoolhomelessfootballclub.com

2. Issues with a member of any LHFC staff, please direct the complaint to the CEO. If there is an issue with the CEO, please direct your complaint to **Chairperson**

Name: Gary Carney

NOTE: You will be required to follow **point 2 of section B**.

3. Issues with an individual Trustee or Director of LHFC, please submit your complaint to the Board in writing.

B) How to Submit Your Complaint:

1. **VERBAL:** You may meet in private with either of the named persons in section A to verbally complain. If you are dissatisfied with the response, then follow point 2.

2. **WRITTEN:** Your complaint should be submitted in writing, by completing a complaints form, to either of the named persons in section A - **marked Private & Confidential** - and sent to the main contact address.

C) What will happen when a complaint is received?

All complaints will be treated in a confidential manner.

1. Your complaint will be dealt with as fairly, sympathetically and swiftly as possible.
2. Where the complaint is against an individual, that named person will be given every opportunity to put forward their response.
3. You will receive an acknowledgement regarding the complaint.
4. Once your complaint has been investigated, we will write to you again with our response to it/action requirements to be taken (if any). This response will be given within 5 working days where possible however, this will depend on the nature of the complaint.
5. The decision at this stage is final.