



Blisworth Football Club Trading Limited

(Registered Charity No. 1198290)

Courteenhall Road, Blisworth. NN7 3DD

Complaints and Whistle Blowing Policy

The Blisworth Football Club Trading Limited Committee is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides at the **Clubhouse**. This policy demonstrates the committee's commitment to recognise and take action in respect of malpractice, illegal acts or omissions by any trustee, committee member, clubhouse users and/or volunteers. It is the responsibility of all trustees, committee members and volunteers to ensure that if they become aware of actions from other trustees, committee members, volunteers or clubhouse users which might compromise the function of the charity, they will be expected to report the matter to the appropriate person in the safe knowledge that it will be treated seriously and sensitively.

This policy applies to all trustees, committee members and volunteers of Blisworth Football Club Trading Limited. It is designed to offer protection to all who disclose such concerns provided the disclosure is made in good faith. In an extreme case, malicious or wild allegations could give rise to legal action on the part of the persons complained about.

This policy is separated into two sections:

1. Complaints Procedure (page 2)

This procedure is to be used if you think we have failed to provide a satisfactory standard of service. The complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or any other matter which you feel we need to address. We are committed to equal opportunities and take complaints about discrimination very seriously.

2. Whistle Blowing Procedure (page 3)

This procedure is to be used where situations arise when it is not appropriate or the 'concerned' person feels unable to report incidents to the most 'available' trustee or committee member. The disclosure may at least initially be investigated separately but then lead to the invocation of other procedures (e.g. police involvement). These may include malpractice or ill treatment of a child, young person and/or adult at risk; suspected fraud; a criminal offence is, has, or likely to be committed; disregard for legislation (e.g. health and safety legislation); damage to the environment. This list is not exhaustive.

Date of policy: May 2026

Date of review: May 2027

Complaints Procedure

To file a complaint with regards to the standard of service we provide at the **Clubhouse**, please use the following guidance:

1. Complete the Blisworth Football Club Trading Limited Complaint Form **(Appendix A)**. For a paper copy, please refer to the website where this policy and appendices can be printed.
2. Completed forms should then be sent to **the Booking Team** at bookings@blisworthfc.co.uk who will address the issue and respond in writing.

We will let you know that we have received your complaint within ten working days either in writing or by phone.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a reply in this time, we will write to let you know why this is the case detailing how we are dealing with your complaint.

Any safety concerns that would endanger a user of the Football Clubhouse will be dealt with immediately once notice is received, with correspondence being within 48 hours.

If you are not happy with the response you receive, you will then be invited to address your complaint to a panel of trustees who will listen to your concerns, consider the issues and whether further actions are appropriate.

We will take every complaint seriously and treat everyone who complains with respect and courtesy.

Whistle Blowing Procedure

If anyone needs to report a certain type of wrongdoing within the running of the **Clubhouse** which affects the public interest, this is defined as Whistle Blowing. The following procedures will then take place:

1. Wrongdoing is identified and reported to either a trustee, committee member or volunteer;
2. On receipt of a complaint of malpractice, the trustee, committee member or volunteer must pass this information as soon as is reasonably possible to **the Blisworth Football Club Trading Limited Trustees** who will nominate an investigator. If either of these persons are involved in the complaint, an external party will be nominated including the Charity Commissioner;
3. The investigator should ensure that the investigations are undertaken as quickly as possible without affecting their quality and depth. Procedures include:
 - a. Obtaining full details and clarifications of the complaint;
 - b. Informing the complainant (within five working days) through a written response the receipt of the complaint;
 - c. Informing the individual against whom the complaint is made as soon as is practically possible. This individual will be informed of their right to be accompanied by a chaperone at any future interview;
 - d. Allegations should be fully investigated with the assistance, where appropriate, of other individuals/bodies;
 - e. Judgement concerning the complaint and its validity will be made within a written report, containing the findings of the investigations and reasons for the judgement;
 - f. The trustees of Blisworth Football Club Trading Limited deciding what action to take;
 - g. Informing the complainant of the progress of the investigations and, if appropriate, of the final outcome. This will be sent as a written report within seven working days of the completion of the investigation indicating the outcome and on the action that is proposed (marked 'confidential').
4. If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome, Blisworth Football Club Trading Limited recognises the lawful rights of individuals to make disclosures to prescribed persons or body. A full list of prescribed people and bodies can be found on the Government Website (www.gov.uk)

If there is evidence of criminal activity, then the investigator should inform the police. If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no further action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the

information. If, however, an individual makes malicious or vexatious allegations, and particularly if they persist with making them, action may be taken against that individual.

Appendix A



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Complaint Form

Please use this form to make your complaint.

Name:

Organisation (if applicable):

Address:

Phone number:

Email address:

Outline of your complaint:

Why are you not satisfied?

Have you tried to resolve this complaint before? (If 'yes' when was this)

Any other comments:

Signed:

Date: