



Barnet Football Club Academy

Camrose Avenue

Edgware

HA8 6AG

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Complaints Policy

Version 1

Reviewed September 2025

Policy Statement:

Barnet Football Club Academy welcomes comments and complaints from all members of the Club community and from the public. We use this process to improve our services for stakeholders, fans and the wider community in which we exist.

Barnet Football Club Academy is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual's requirements or expectations. For these reasons it is academy policy that all complaints should be:

Treated seriously and in an open manner

Acknowledged as soon as practicable, preferably in writing

Investigated

Resolved, wherever that is reasonably practicable, within no longer than 12 working weeks

Used as feedback to improve the service which the academy offers, where applicable.

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

Scope of the policy

The policy applies to all members of the academy community but does not replace procedures for, staff grievances and disciplinary action: those procedures should be used where appropriate.

Legislation

The Human Rights Act 1998 and the Equality Act 2010 apply to the operation of this policy.

Responsibilities

All academy Staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

Senior Managers have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

The Chief Executive Officer (CEO) is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the CEO is final.

The Club Board is responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against the CEO or members of the governing body.

Actions to Implement and Develop Policy

Stage One

The academy expects complaints to be made informally to a member of staff in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing to Barnet Football Club Academy. There are QR codes displayed across the site to allow online complaint reporting.

The academy usually expects complaints to be made by the person concerned. However, it will consider complaints made by a parent or advocate. Anonymous complaints cannot be investigated.

All comments/complaints will be forwarded to Barnet FC who will acknowledge receipt within one working week. The Senior Manager dealing will then forward to the relevant academy manager.

At this stage, the Club should provide the complainant with a copy of the Club's complaints policy.

Stage Two

The relevant manager will respond in writing within one working week, explaining what has happened because of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

Stage Three

If the complainant is dissatisfied with the relevant manager's response, then the complaint will be forwarded to a member of the Club Senior Management to resolve.

The senior manager will acknowledge receipt of the complaint within two working weeks, and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place.

Stage Four - Final Internal Stage

If the complainant is still dissatisfied with the response, then the matter will be referred to the CEO, who will respond within three weeks. The CEO's decision is final.

The total comments/complaints procedure should be finalised in no more than 12 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

Complaints against the CEO or Members of the Club Board

Complaints against the CEO should be addressed to the Chairman of the Club Board.
Complaints against the Club Board should also be addressed to the Club Secretary.

Monitoring and Evaluation

The Club will maintain a confidential record of complaints dealt with to feed into quality improvement processes. The Club will maintain a record of all complaints, appeals and outcomes and produce an annual report for analysis by the Board.

Safeguarding/Welfare Concerns

A concern would be classed as safeguarding when it relates to either:

A child at risk of abuse or significant harm

A concern in relation to a member of Club staff abusing or causing harm either physically or emotionally to a child within their care.

A vulnerable adult at risk of abuse or significant harm

All complaints of this nature should be made in writing and directed to the Senior Safeguarding manager, who should acknowledge receipt of the complaint within one working work. This can be via email to barnetfc@patronus-reporting.com or using the QR code on the club's website.

Where necessary, the safeguarding officer at the Club will make referrals to outside agencies as appropriate, such as the local authority, Police, and FA case management team. An appropriate member of the Club safeguarding team should investigate the complaint and make a written response to the complainant within a timescale that allows for a thorough enquiry to be completed.

If the complainant is unsatisfied with this written response, then the complainant has the right to heighten their complaint to the CEO, who should also provide the complainant with a further written response.

At this stage, should the complaint still feel that they are unsatisfied with the findings of this second written response, they make take this matter to the Safeguarding Department within the EFL who may undertake a review of the Club findings.

The EFL cannot itself resolve complaints regarding conduct of Clubs or their staff, however, the EFL may be able to assist in resolving such complaints. The EFL may engage with the complainant and the Club to try and resolve the issues amicably, ensure that their safeguarding regulations and standards have been followed and action

recommendations such as further training or improvements to policies and procedures where lessons have been learnt.

Version	Date	Changes	Action