



# Newport County AFC

## Complaints Policy

*Updated April 2018*

Newport County Association Football Club are committed to providing the best service to our fans, customers and any supporters visiting Rodney Parade. All feedback the Club receives plays a vital role in helping us to achieve our three core values: Unity, Resilience and Belief. In line with these values and our wider One Club On county mantra, we encourage anyone to contact us with any queries, concerns or suggestions that you would like to share with us.

All feedback is gratefully received and helps shape the future of Newport County AFC.

For further information please visit our Customer Charter.

### **Making a complaint:**

Formal complaints can be registered with the Club through one of the following two ways:

- Letter – Newport County AFC, Newport Stadium, Velodrome Way, Newport, NP19 4RA
- Email – [office@newport-county.co.uk](mailto:office@newport-county.co.uk)

### **Procedure:**

Once a complaint has been received, Newport County AFC will use parameters set about within the Employee Grievance Policy, if relevant. If a complaint resolution falls outside of the deadlines and processes set about in aforementioned policy, then relevant steps will be taken to ensure complaints are dealt with the appropriate parties and organisations.

We aim to provide a satisfactory conclusion to all complaints received at Supporter Services and we hope there isn't a need to move on any further.

However, if you are not satisfied with the response you have received or feel your complaint has not been resolved, you can request to escalate this for final review to the Club's CEO. This will request shall be granted only after initial investigation and attempted resolution.

### **Timeframe:**

Newport County AFC aims to acknowledge all enquiries within one working day. Newport County AFC will attempt to provide a resolution to any complaint within 14 days. Please note that response time may be extended during busy periods, however, all enquiries are important to us. We are grateful and welcoming for all feedback received from our supporters, positive or otherwise.

**Further complaint:**

Newport County AFC will endeavour to resolve all complaints made by fans and customers. Should however an individual or group deem the outcome unacceptable, then several bodies and organisations can be contacted to further the case.

**The Football Supporters Federation:**

The Football Supporters' Federation (FSF) is the democratic organisation representing the rights of fans and arguing the views of football supporters in England and Wales.

Call 0330 44 000 44 or email [info@fsf.org.uk](mailto:info@fsf.org.uk)

**Independent Football Ombudsman:**

The Independent Football Ombudsman was established by the football authorities and adjudicates on unresolved complaints.

Call 0800 588 4066 or email [contact@theifo.co.uk](mailto:contact@theifo.co.uk).

**EFL Supporter Services:**

The Supporter Services department promotes the work carried out by the EFL, acting as the principal point of contact at the EFL for any supporter queries or complaints. A key function of the Supporter Services department is to provide a professional and approachable point of contact within the EFL for supporters and other members of the general public who need help, advice and information on any aspect of our activities.

By post: Supporter Services Department, EFL House, 10-12 West Cliff, Preston, PR1 8HU

By direct dial telephone: 01772 325829

By fax: 01772 325801

By e-mail: [enquiries@efl.com](mailto:enquiries@efl.com)

**General Enquires:**

As well as complaints, general comments on the match day experience, as well as any other County based activities, can be directed to the Club via [office@newport-county.co.uk](mailto:office@newport-county.co.uk)

General enquiries can also be directed to our social media platforms.

Twitter - [@NewportCounty](https://twitter.com/NewportCounty)

Facebook – Newport County AFC