



# Complaints Policy

NEWPORT COUNTY AFC

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## **1. Introduction**

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 One 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.

## **2. Making a Complaint:**

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

- Letter – Newport County AFC, Galahad House, Priory Drive, No. Langstone Business Park, Newport, NP18 2HJ
- Email – [FanFeedback@newport-county.co.uk](mailto:FanFeedback@newport-county.co.uk)

## **3. Procedure**

### **Step 1**

Most complaints can be resolved promptly at the time of the initial problem. You can make a complaint about any area of our work. In the first instance, take prompt action:

- Talk directly with the Department Lead about your concerns within the Club or send an email to our Supporter Liaison Officer at [FanFeedback@newport-county.co.uk](mailto:FanFeedback@newport-county.co.uk)
- Be clear about the problem and be as calm as you can about it.

If the Department Lead is unable to resolve your complaint, it may be referred to the next level. You may need to provide your personal details so that we can get back to you or follow up.

### **Step 2**

If you are not satisfied – you have the right to make a formal complaint.

If you are not happy with the explanation you receive, our action to address the issue or feel that you cannot talk about it, then make your complaint in writing within ten working days of the incident. Please be clear about the problem and how you feel it should be resolved. Please mark it 'Confidential' and send to:

Mr Gavin Foxall, Chairman, Newport County AFC, Galahad House, Priory Drive, No.1 Langstone Business Park, Newport, NP18 2HJ.

Or send an email and mark your email 'complaint' for priority attention – [gavin.foxall@newport-county.co.uk](mailto:gavin.foxall@newport-county.co.uk)

#### **4. 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.

#### **5. 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)

#### **6. 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

Facebook – Newport County AFC