



GILLINGHAM FC

FOUNDATION

Complaints Policy and Procedure

Purpose

This policy outlines how Gillingham FC Foundation handles complaints from participants, parents, carers and the general public. We are committed to providing high-quality services and welcome feedback to help us improve.

Scope

This policy applies to all complaints received about:

- Services provided by the Foundation
- Staff or volunteer conduct
- Communications or promotional materials

Principles

We aim to:

- Handle complaints fairly, transparently, and promptly
- Resolve issues informally where possible
- Learn from complaints to improve our services

How to Make a Complaint

Complaints can be made:

- In writing: Gillingham FC Foundation, Priestfield Stadium, Redfern Avenue, Gillingham, ME7 4DD
- By phone: 01634 300000
- By email: Foundation@GillinghamFC.com
- In person: By appointment at our office

Please provide:

- Your name and contact details
- Details of the complaint (what happened, when, and who was involved)
- Any supporting evidence



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Stage 1 – Informal Resolution

- We encourage informal resolution where possible. A staff member or manager will try to resolve the issue within 5 working days.

Stage 2 – Formal Complaint

- If unresolved, the complaint will be escalated to a senior manager. A written acknowledgment will be sent within 3 working days, and a full response provided within 15 working days.

Stage 3 – Appeal

- If dissatisfied, the complainant may appeal to the Chief Executive or Chair of Trustees. A final response will be issued within 20 working days.

Confidentiality

All complaints will be handled confidentially and in accordance with data protection laws.

Monitoring and Learning

Complaints are logged and reviewed regularly to identify trends and areas for improvement.

Revision	Date	Prepared	Review Date	Further information
1	28.10.2025	MA	28.10.2027	