



Exeter City Supporters' Trust Complaints Policy

Version: 1.0

Review Date: June 2027

Owner: Exeter City Supporters' Trust Board

Overview

In all instances, Exeter City Supporters' Trust aims to deal with complaints and resolve concerns at the earliest opportunity, avoiding the need for a formal process wherever possible. The Trust encourages members and stakeholders to raise concerns as they arise so that they may be resolved quickly, fairly and transparently.

Aims

- Provide a speedy, confidential and effective system for dealing with complaints against the Trust and/or its representatives.
- Acknowledge and learn from mistakes in order to improve the way the Trust operates.

Definition of a Complaint

A complaint is any expression of dissatisfaction regarding any matter for which the Trust is responsible and has the power to resolve.

Who Can Make a Complaint?

Complaints may be made by Trust members, volunteers, contractors, supporters, event attendees, or any person who believes the actions or omissions of the Trust or its representatives have adversely affected them.

Exclusions

Employee grievances should be dealt with under the relevant employment procedures. Whistleblowing concerns should be dealt with under the Trust's Whistleblowing Policy. Criminal matters should be reported to the appropriate authorities.

How to Make a Complaint

Complaints should be submitted in writing to the Trust Secretary via the official Trust email address or postal address. Complainants should clearly explain the issue and the outcome they are seeking.

Procedure Following Receipt of Complaint

The Trust Secretary will acknowledge receipt of a complaint within 5 working days. The complaint will be reviewed to determine whether it falls within this policy. Additional information may be requested where necessary.



Investigation

Where appropriate, an impartial trustee or appointed investigator will investigate the complaint. Any individual with a conflict of interest will take no part in the investigation or decision-making process.

Outcome of Investigation

A written response will be issued outlining the findings and any actions to be taken. The Trust will aim to provide a substantive response within 15 working days of receipt of the complaint. Where further investigation is required or the complaint is particularly complex, the complainant will be kept informed of progress and advised when a final response is expected.

Appeal

If dissatisfied with the outcome, the complainant may appeal in writing within 14 days. The appeal will be considered by trustees who have had no prior involvement in the matter. Their decision will be final.

Statutory Rights

Nothing in this policy prevents an individual from exercising their statutory or legal rights.

Vexatious or Serial Complaints

The Trust reserves the right not to pursue complaints which are demonstrably vexatious, malicious, or repetitious.

Review

This policy will be reviewed annually. The Trust will maintain a complaints log and use complaint outcomes to improve governance and member services.