



COMMUNITY  
SPORTS  
FOUNDATION

**N** THE  
NEST

# CUSTOMER COMPLAINTS POLICY AND PROCEDURE



# COMPLAINTS POLICY & PROCEDURE

## **Scope**

The Nest – Norfolk’s Community Hub (“The Nest”) recognises the right of children, young people (under 18s), adults and their parents or carers, schools, partners & funders to have access to a complaint’s procedure.

This policy supersedes any previous policies prior to its issue date.

## **Policy Statement**

The Nest will ensure that all complaints are taken seriously and dealt with swiftly and in confidence.

Our vision is to inspire and support our community. One of our values is “To develop a culture of authenticity, improvement and innovation”. One of the ways in which we can achieve this is by listening to and responding to the views and suggestions of children, parents, schools, and partner organisations – the voice of our stakeholders.

If you are not happy with any of our services, please let us know immediately.

Most complaints can be resolved at the time of the initial problem – please take prompt action.

## **Your Personal Information**

If you use our customer complaints procedure, you are agreeing that we can use the personal information you send us for purposes connected with your complaint.

## **Our Standards**

- The Nest aims to handle all complaints fairly and honestly – and with discretion – regardless of who makes a complaint. The Nest will not show bias to any individual or group.
- We treat all complaints seriously and without prejudice.
- You will always be treated with courtesy and fairness, and we ask that you do the same.
- We will treat your complaint with confidentiality and sensitivity within the organisation.
- We will deal with your complaint as detailed in the Complaint Procedure below.



## Complaint 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 a Foundation member of staff about your concerns,
- be clear about the problem and be as calm as you can about it.

If The Nest staff member is unable to resolve your complaint, it may be referred to the Norwich City Community Sport's Foundation's, ("Foundation"), Customer Engagement manager for further review. 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 – how 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 to the Foundation's Customer Engagement Manager, within ten working days of the incident – please mark it 'Confidential' and send to the Foundation's address Norwich City Community Sports Foundation, Norwich City Football Club, Carrow Road, Norwich, Norfolk, NR1 1JE or send via email to; [nest.info@norwichcitycsf.org.uk](mailto:nest.info@norwichcitycsf.org.uk) mark your email 'complaint' for priority attention. You can also use the 'Contact Us' form on the Nest website [www.thenest.org.uk](http://www.thenest.org.uk)

#### What we need to know


- Your name and contact details, such as address, email, and phone number.
- Details of the activity, what, when and where the occurrence took place.
- Any witness statements and names, including contact details.
- Details of any former complaints made about the incident, date, when and to whom made.
- A preference for a solution to the incident.

#### What we will do

- We will deal with your complaint as quickly as we can.
- We will acknowledge receipt of your complaint within two working days, during office hours.
- We will aim to send a full reply and resolve your complaint within five working days of receipt.

If we are unable to respond quickly, for example, because we are carrying out an investigation, we will tell you when you can expect a full reply.

If we require further information or clarification, we will contact you – so please give contacts details and co-operate with our requests for information.



If we have done something wrong or made a mistake, we will apologise. We will tell you what went wrong and how we are putting it right.

If you are not happy with the outcome, then you have the right of appeal – see below.

### **Appeals**

If you have followed the above steps and you remain dissatisfied with the outcome, you may appeal the outcome by writing to the Foundation's Head of Operations and Business Development at: Norwich City Community Sports Foundation, Norwich City Football Club, Carrow Road, Norwich, NR1 1JE, via email [csfmailbox@norwichcitycsf.org.uk](mailto:csfmailbox@norwichcitycsf.org.uk) mark your email 'Appeal Complaint' for priority attention or call 01603 984000 to discuss the matter within ten working days of our response.

You need to outline the complaint and stages reached so far and the reasons why you are dissatisfied.

### **Responsibility and Key Contacts**

The Foundation's Chief Executive Officer has overall responsibility for this policy and the Customer Engagement Manager have responsibility for ensuring that the policy is up to date, complies with relevant employment legislation and reflects the Foundation values.

**Policy Issue Date:** 31<sup>st</sup> March 2023

**Date of Next Update:** 31<sup>st</sup> July 2025

This policy is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in The Nest's requirements, or relevant legislation.