



# DERBYSHIRE FA

## Official Complaints Procedure

Before making a complaint to Derbyshire County FA about a Club, League and/or an individual within a Club or League it is important that you have already made a formal complaint to the relevant person at the Club/League and that they have been given the opportunity to deal with your complaint via their own complaints procedures.

If you have not already done this, we will refer you back to the appropriate person in the Club/League. If you are not satisfied with their response you can then make a formal complaint to the Derbyshire County FA by following our official complaints procedure as detailed below.

### Section 1 – who to contact to make a complaint?

Complaints may be made in writing to Ryan Haynes, Football Operations Manager via email [ryan.haynes@derbyshirefa.com](mailto:ryan.haynes@derbyshirefa.com) or by post to Derbyshire FA, 8 & 9 Stadium Business Park, Millennium Business Court, Pride Park, Derby. DE24 8HP. If you wish to make us aware verbally of your intentions to make a complaint or are seeking clarity on the process you can contact Ryan Haynes on 01332 361422.

### Section 2 – Do I need to complete a form to make a complaint?

Complaints will be accepted in written form via email or post on the official complaints form provided by Derbyshire County FA [Complaint Form](#).

It is important to note that Social Media is not an appropriate way to report your concerns and Derbyshire County FA will not review concerns submitted using this method.

### Section 3 – When receiving complaints, we will: -

- Acknowledge your complaint in writing within 48 hours.
- Advise you of any further information that we require you to complete either on the complaints form if you have not already done so or in written format if we require further information.
- Advise you if we require information from a third party and seek your written agreement, where appropriate, to do so.
- Indicate the timescales involved in resolving your complaint.
- Derbyshire County FA reserves the right to refuse the complaint on the grounds that Derbyshire FA is not the appropriate association to deal with the complaint, for example if it involves a different County FA or a Club or League who affiliate to a different County FA.

- 
- Request that the complainant responds to any request from the Derbyshire County FA to provide any additional observations, evidence and/or statements within 7 days of the request.

## **Section 4 – How will we resolve complaints?**

### **Stage One – Internal resolution**

In many cases, a complaint may best be resolved by the person who is responsible for the issue being complained about. The Football Operations Manager will in the first instance seek to act within 7 days and liaise with both parties in order to seek a swift resolution.

OR

### **Stage Two**

The Football Operations Manager will upon provision of all information, form a 'Complaints Working Group' with a minimum of three members, one of whom will act as chair. Communication between the complainant and Derbyshire County FA will remain open during this process with the Football Operations Manager or appointed person providing updates throughout until resolution.

### **Stage Three**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One or Stage Two, they can refer their complaint in writing, to Ricky Stevenson (Chief Executive Officer) via email [ricky.stevenson@derbyshirefa.com](mailto:ricky.stevenson@derbyshirefa.com) or by post to Derbyshire FA, 8 & 9 Stadium Business Park, Millennium Business Court, Pride Park, Derby. DE24 8HP.

### **Stage Four**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, Stage Two or Stage Three, they can refer their complaint to The FA which is the governing body for Football in England and is primarily responsible for all regulatory aspects of the game.

**Customer Relations**

**The Football Association**

**Wembley Stadium**

**P O Box 1966**

**London**

**SW1P 9EQ.**

## **Final Stage**

The final option is for the complainant to refer their complaint to the Independent Football Ombudsman (IFO). The IFO provides independent external scrutiny of complaints within a transparent, accountable, and effective system of self-regulation by the football authorities.

The Independent Football Ombudsman,  
Suite 49,  
33 Great George Street,  
Leeds,  
LS1 3AJ.  
Tel 0800 588 4066  
Email: [contact@TheIFO.co.uk](mailto:contact@TheIFO.co.uk)

