



QPR in the Community Trust

Complaints Policy and Procedure

QPR Community Trust recognises the right of children, young people (under 18s) their parents or carers, and adults at risk to have access to a complaints procedure.

The Trust seeks to provide a work environment in which all employees are treated with respect and dignity and that is free from harassment and bullying based upon age disability gender reassignment race , religion , sex or sexual orientation . Employees have a duty to co operate with the Trust to make sure that this policy is effective in preventing harassment or bullying .

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

Our Ethos

At QPR Community Trust we aim to do things well. One of the ways in which we can achieve this is by listening to and responding to the views and suggestions of children, parents, adults at risk ,schools and partner organisations – the voice of our stakeholders.

If you are not happy with something we do or anything that happens to children taking part in our activities or anything that is child-related or related to adults at risk please let us know immediately.

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

Comments and Suggestions

As well as learning from your complaints, we are also interested in other ideas you may have on how we might do things better. We would also like you to tell us when we do things well.

You can make your comments by speaking to any members of our staff, by telephone, in writing or you can e-mail us. We will use your comments to help improve the way we do things.

Safeguarding

Complaints regarding poor practice in children's activities or relating to children (under 18s) or adults at risk relating to any form of discrimination or abuse will be shared with the Safeguarding manager (see below) .

Children and adults at risk have the right to enjoy activities in a safe and enjoyable environment free from harm – this is our commitment to children ,parents and adults at risk . We encourage parents , children and adults at risk to support each other as part of our trust ethos and any behaviour that undermines these principles is not acceptable.

Any conduct by a participant that is perceived as offensive, bullying or discriminatory – or has caused harm to a child - should be reported to us immediately. We take these incidents seriously and give them our attention as a priority. It is imperative that we take

prompt action and investigate the incident. We also encourage anyone who observes such incidents to contact us.



Your Personal Information:

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

Our Standards:

- QPR Community Trust aims to handle all complaints fairly and honestly – and with discretion - regardless of who makes a complaint. The Trust will not show bias to any particular individual or group.
- We treat all complaints seriously and without prejudice.
- You will be treated with courtesy and fairness at all times, 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 promptly and will endeavour to resolve at the lowest or most appropriate level in order to achieve this.

HOW TO MAKE A COMPLAINT

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 Project Manager about your concerns, Community Trust Department: 0208 740 2509 community@qpr.co.uk
- Be clear about the problem and be as calm as you can about it.

If the Project Manager is unable to resolve your complaint, it may be referred to the next level i.e. Trust Manager. 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 Andy Evans
CEO
QPR in the Community Trust
Loftus Road Stadium
South Africa Road



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 incident took place.
- Any witness statements and names, including contact details.
- Names of any others who have been treated in a similar way or subject to a similar experience.
- Details of any former complaints made about the incident: date, and to who 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 **five working days**,
- We will aim to send a full reply within **ten 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.

STEP 3:

Appeals

If you have followed the above steps and you remain dissatisfied with the outcome, you may appeal the outcome:

- Contact the **Club's Safeguarding Manager**: Janet Barr
Loftus Road Stadium
South Africa Road
London W12 7PJ
Tel: 0208 740 2572
Email: Janet.barr@qpr.co.uk
Please do this within **10 working days** of our response.

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

Your appeal will be investigated by a club official who has not been previously involved in the complaint process and you will receive written notification of the outcome within **10 working days**.



STEP 4:

If you want to take the matter further

If you feel the matter is still not resolved, you can refer your complaint to the FA and EFL Trust

Confidential

QPR in the Community Trust

Complaint Form

Your Name and Contact Information:

Name: _____

Address: _____

Post Code: _____

Telephone: _____ Mobile: _____

Email: _____

Nature of Complaint:

Continue overleaf or onto another sheet if necessary and attach to this form.

What has happened? If this has built up over time, please give full history.

When did it happen? (day, date, time) _____

Where did it happen? _____

What was said or done by whom? _____

Witness(es): Please give name(s) and contact details

Do you know or are you aware of any others who have been treated in a similar way or have been subject to a similar experience?

Has a complaint been made before about this? Please give date and to whom made:

What would be your ideal resolution?

Signed: _____ **Date:** _____



Print name: _____