



## COMPLAINTS PROCEDURE

At QPR, we want to ensure our supporters are treated fairly. We understand that occasionally things may not go as you had hoped.

If you wish to make a complaint please make initial contact with our supporter relations team ; [complaints@qpr.co.uk](mailto:complaints@qpr.co.uk).

Should your complaint relate to a safeguarding concern for a child or vulnerable adult, please contact the Safeguarding Manager [Janet.barr@qpr.co.uk](mailto:Janet.barr@qpr.co.uk).

We will aim to respond in three working days. The complaint will be directed to the appropriate department head.

If it is not possible to provide a full response to the issue raised within that time, an acknowledgment will be sent, and a detailed response sent within 21 working days of the original communication. We will promise to keep the complainant updated on the progress of the complaint.

The Independent Football Ombudsmen (IFO) is now recognised as an Alternative Dispute Resolution Body. (ADR).

Should any supporter feel their complaint is not properly resolved they can refer the matter to the IFO. (see below)

## INDEPENDENT FOOTBALL OMBUDSMAN

Suite 49,

35 Great George Street

Leeds LS1 3AJ

Or

[contact@theifo.co.uk](mailto:contact@theifo.co.uk)