



# Complaints Procedure

**Monitoring:**  
Office Manager

**Policy Review:**  
Reviewed June 2020  
Next review June 2021.

**Person Responsible:**  
Office Manager

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[www.englishlacrosse.co.uk](http://www.englishlacrosse.co.uk) | National Squash Centre, Rowsley Street, Manchester, M11 3FF | 0161 974 7757 | [info@englishlacrosse.co.uk](mailto:info@englishlacrosse.co.uk)

Registered Company No. 3476816



## 1. Rationale:

England Lacrosse is committed to providing a supportive, friendly, safe and positive environment free from offensive behavior.

Complaints not only allow us to improve services for individuals, they allow us to make changes and improvements across the organisation.

England Lacrosse members, non- members, volunteers or any customer of the service have a right to complain.

## 2. How to respond to complaints.

The responsibility to carry out the complaints procedure rests with every EL member of staff. When dealing with complaints all staff will be open, fair and conciliatory in their approach.

When acting on complaints, all EL staff are expected to:

- Treat all complaints with the strictest confidence
- Listen to the complaint and treat all complaints seriously
- Provide specific apologies acknowledging any mistakes made by EL
- State exactly what is going to be done (or has been done) to make it right
- Propose what will be done in future to improve customers experience

## 3. Receiving complaints

A complaint can be received by any member of staff as the first point of contact. Complaints can be received via telephone, email, letter or in person.

As a first point of contact, staff may be able to resolve some complaints quickly without them being escalated. There will be times when a complainant will simply want an apology. If this can be done and both the member of staff and the complainant are satisfied with the outcome then the complaint can be closed.

Information which should be gathered from the complainant:

- Name, Address and contact number/ email
- Who or what they are complaining about

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- A breakdown/ summary of the complaint
- What if any organisation this person belongs to, or where the incident took place i.e. club, university, academy
- The name of the person they represent if they are acting on someone's behalf
- What the expected outcome is
- Date, time, who the complaint was received by and who it is passed onto

#### **4. What do complainants want?**

Desired outcomes usually include:

- Acknowledgement and an apology
- Assurance that EL will respond and act appropriately
- To ensure that the problem/ circumstances don't happen again
- More information i.e. why a specific decision was made

#### **5. Complaints Procedure:**

A complaint can be made by:

- Emailing [info@englandlacrosse.co.uk](mailto:info@englandlacrosse.co.uk)
- Via telephone by calling 0161 974 7757
- A written letter to, England Lacrosse, National Squash Centre, Rowsley Street, Manchester, M11 3FF
- In person to any member of EL staff

Response:

We will aim to respond to your message within 24 hours but in any event, you will receive an email from the appropriate member of EL staff within 5 working days acknowledging receipt of your complaint and advising the next course of action.

Action:

1. The complaint will be dealt with by the correct member of England Lacrosse staff.
2. If the complaint cannot be dealt with by the EL member of staff, it will be escalated to the EL senior management team.

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3. If a complainant feels that the complaint still has not been resolved, then it will be escalated to the CEO.

## **6. Safeguarding complaints**

Complaints relating to Safeguarding and protecting children should be submitted within 24 hours of the incident. All complaints of this nature will be immediately referred to the Lead Safeguarding Consultant.

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