

COMPLAINTS POLICY

1. Purpose

The purpose of this Complaints Policy ("Policy") is to set out a clear, fair, and transparent process for handling complaints received by International Football Sports Group (IFSG).

IFSG is committed to maintaining the highest standards of professionalism, integrity, and service. We value feedback and view complaints as an opportunity to learn, improve our practices, and strengthen trust with stakeholders, participants, partners, and the wider community.

2. Scope

This Policy applies to all complaints received by IFSG, including those made by:

- Players, coaches, referees, and team officials
- Sponsors, partners, suppliers, and contractors
- Fans, spectators, and members of the public
- Employees, volunteers, and representatives of IFSG

It covers complaints relating to IFSG's activities, services, conduct, policies, decisions, or staff, whether received in person, by phone, email, letter, or through an online form.

This Policy does not apply to:

- Whistleblowing concerns (see IFSG Whistleblowing Policy)
- Disciplinary matters (see IFSG Disciplinary Procedures)
- Data protection issues (see IFSG Data Protection Policy)

3. Policy Statement

IFSG is committed to:

- Treating all complaints seriously, promptly, and fairly.
- Ensuring complaints are handled in a confidential, respectful, and non-retaliatory manner.
- Providing a clear and accessible complaints process.
- Communicating decisions and outcomes in a timely and transparent way.
- Using feedback to improve policies, practices, and services.

4. Definitions

Complaint: An expression of dissatisfaction, whether justified or not, about any aspect of IFSG's operations, services, conduct, or personnel.

Complainant: Any individual or organization submitting a complaint.

Respondent: The individual or part of the organization against whom the complaint is made.

5. Principles

All complaints will be handled according to the following principles:

- Accessibility: The complaints process will be easy to understand and available to all stakeholders.
- Fairness: Complaints will be investigated impartially and without prejudice.
- Confidentiality: Information will only be shared with those directly involved in investigating or resolving the complaint.
- Timeliness: Complaints will be addressed promptly in line with defined timeframes.
- Accountability: Outcomes will be documented, communicated, and, where appropriate, used to inform improvements.

6. How to Make a Complaint

Complaints can be submitted in the following ways:

- **Email: INFO@THEINTERNATIONALFOOTBALLGROUP.COM**
- **Post: The Leasing.com Stadium, London Road, Macclesfield, SK11 7SP**

In person: At any IFSG office or event location

All complaints should include:

- Name and contact details of the complainant
- A clear description of the issue and relevant details (dates, locations, individuals involved)
- Any supporting evidence or documentation
- The desired resolution, if applicable

Anonymous complaints will be accepted and considered, though our ability to investigate or resolve them may be limited.

7. Complaints Handling Procedure

The complaints process consists of four key stages:

Stage 1 – Acknowledgement

Complaints will be acknowledged within 5 working days of receipt.

The acknowledgement will include a reference number and information on next steps.

Stage 2 – Assessment and Investigation

A designated officer will review the complaint to determine its nature, scope, and appropriate course of action.

An impartial investigator will be appointed, if necessary.

Investigations will involve reviewing relevant evidence, interviewing parties involved, and gathering additional information as required.

This stage will typically be completed within 20 working days.

Stage 3 – Response and Outcome

The complainant will receive a written response outlining:

The findings of the investigation

Any action taken or proposed

Any appeal options available

If more time is required, the complainant will be informed of the revised timeline and reasons for the delay.

Stage 4 – Appeal (if applicable)

If dissatisfied with the outcome, the complainant may request an appeal within 10 working days of receiving the decision.

Appeals must be submitted in writing, stating the reasons.

A senior manager or independent panel not involved in the initial investigation will review the appeal.

A final decision will be issued within 20 working days of the appeal being lodged.

8. Confidentiality and Data Protection

All complaints will be handled with strict confidentiality.

Personal data collected during the complaints process will be processed in accordance with IFSG's Data Protection Policy and applicable data protection laws.

Information will only be shared with individuals directly involved in the investigation and resolution process.

9. Unreasonable or Vexatious Complaints

While IFSG is committed to addressing all complaints fairly, we reserve the right to restrict or refuse communication where complaints are deemed to be:

- Malicious or made in bad faith
- Repetitive or duplicative without new evidence
- Abusive, threatening, or harassing in nature

Such cases will be handled in accordance with IFSG's procedures for managing unreasonable complainant behaviour.

10. Monitoring, Reporting, and Continuous Improvement

All complaints will be logged and tracked to ensure accountability and transparency.

Regular reports on complaints received, outcomes, and trends will be presented to senior management and the Board.

IFSG will review this Policy annually and use feedback and complaint analysis to improve services, policies, and stakeholder engagement.

11. Roles and Responsibilities

Board of Directors: Overall responsibility for ensuring effective complaint handling and policy compliance.

Chief Executive Officer (CEO): Oversight of complaint resolution processes and appeal decisions.

Complaints Officer / Designated Manager: Primary responsibility for receiving, logging, investigating, and responding to complaints.

All Staff: Responsible for cooperating with investigations and supporting resolution efforts.

12. Policy Review

This Policy will be reviewed annually or sooner if required by changes in legislation, operations, or best practices. Updates will be approved by the Board of Directors and communicated to all staff and stakeholders.

Approved by: ROBERT SMETHURST

Title: OWNER & DIRECTOR

Date: January 2024