



COMPLAINTS, CONCERNS & COMPLIMENTS PROCEDURE

CAA Accreditation & Compliance Policy

Football Development East Limited

Version	3.3
Issue date	30th September 2026
Next scheduled review	31st December 2027
Policy owner	Jon Haines
Senior role	Owner / Senior Responsible Person
Applies to	All FDE staff, workers, coaches, volunteers, contractors and relevant partners

FDE POLICY POSITION

This policy forms part of FDE's safeguarding, welfare and operational governance framework. It is intended to be applied in practice, not simply retained as a compliance document.



1. Purpose

FDE welcomes feedback and takes complaints seriously. This procedure provides a clear route for children, young people, parents/carers, staff, customers, visitors and partners to raise concerns and receive a fair response. Complaints will be handled respectfully, proportionately and without retaliation for raising a genuine concern.

SAFEGUARDING OVERRIDES THE COMPLAINTS PROCESS

A safeguarding, child-protection, discrimination, medical or immediate safety concern must be raised immediately. It is not subject to any waiting period or “cooling-off” rule and may be referred directly to statutory or football safeguarding authorities.

2. Responsibility

Overall responsibility for the complaints process rests with Jon Haines, Owner / Senior Responsible Person. Complaints may be sent to info@fdeonline.co.uk, by telephone on 0330 043 9456, or in writing to 128 City Road, London EC1V 2NX. Where the complaint concerns Jon Haines, FDE will identify an appropriately independent senior person, adviser, commissioner or external route to review the matter.

3. How to complain

A complaint may be made verbally or in writing. Written complaints are preferred for complex matters, but FDE will not refuse a concern because the complainant needs help putting it in writing. Please provide the participant/customer name where relevant, date/location, what happened, who was involved, the outcome sought and any supporting information.

4. Stage 1 – informal resolution

Where appropriate, concerns should first be raised with the Session Lead or relevant manager so that straightforward issues can be resolved quickly. FDE aims to acknowledge an informal concern promptly and, where possible, resolve it within 5 working days. Serious matters may move directly to Stage 2.

5. Stage 2 – formal complaint

1. FDE will normally acknowledge a formal complaint within 3 working days.
2. A suitable person will be appointed to review or investigate. They will consider records, speak with relevant people and seek further information where necessary.



3. FDE aims to provide a written outcome within 15 working days of acknowledgement. If the matter is complex or depends on external information, FDE will explain the delay and provide a revised timescale.
4. The written outcome will summarise the issues considered, findings, any action that can appropriately be disclosed, and the route for review/escalation.

6. Stage 3 – internal review

If the complainant remains dissatisfied, they may request a review within 10 working days of the Stage 2 outcome, explaining why. Where reasonably practicable, the review will be conducted by a person not responsible for the original decision. FDE aims to provide the final internal response within 15 working days of receiving the review request.

7. External routes

Depending on the subject, external routes may include a commissioning local authority, venue/provider, relevant sports governing body or County FA, the Information Commissioner's Office for data-protection matters, the Health and Safety Executive where applicable, children's social care/LADO, the police, or another regulator/ombudsman with jurisdiction. FDE will not prevent a person from approaching an external body at any stage where they are entitled to do so.

8. Safeguarding and allegations against adults

Where a complaint indicates possible abuse, harm, grooming, exploitation, a position-of-trust concern or an allegation against a person working with children, the safeguarding procedure takes precedence. FDE may pause the ordinary complaint investigation to avoid compromising a statutory, LADO, police or governing-body process. The complainant will be told this where it is appropriate and lawful.

9. Children and accessibility

Children may complain directly or through a trusted adult. FDE will make reasonable adjustments to communication, format and process for disability, SEND, language or other access needs. A child will not be disadvantaged because they cannot provide a formal written complaint.

10. Confidentiality and fairness

Information will be shared only with those who need it to consider the complaint or protect others. People complained about will normally have a fair opportunity to respond, subject to safeguarding or legal restrictions. Anonymous complaints may be considered where sufficient information exists, particularly where safeguarding or safety is involved.



11. Records and learning

FDE will retain an appropriate record of formal complaints, outcomes and actions. Complaints will be reviewed for recurring themes, service improvements, training needs and safeguarding or safety patterns.

12. Compliments and positive feedback

Positive feedback is welcomed and may be used to recognise staff and improve practice. FDE will obtain appropriate permission before using identifiable comments publicly.

Approval and review

This policy was issued on 30th September 2026. It will be kept under review and may be revised sooner following legislative, regulatory, safeguarding, operational or CAA requirements. The next scheduled formal review is 31st December 2027.

Name	Jon Haines
Senior job title	Owner / Senior Responsible Person
Signature	
Date signed	30 th September 2026

Contact: info@fdeonline.co.uk | 0330 043 9456 | 128 City Road, London EC1V 2NX