



Manchester City FC Academy Complaints Policy and Procedure

Our aim:

The Manchester City FC Academy is committed to providing an excellent experience for all our young players, that allows them to reach and exceed their potential.

One of the ways in which we can continue to improve our academy experience is by listening and responding to the views of our players, parents, and stakeholders, and by responding positively to complaints.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way.
- We learn from complaints and use them to improve our service.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly.
- keep matters low-key.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is always our preferred solution when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Manchester City Academy's responsibility will be to:

- acknowledge the formal complaint in writing.
- respond within a stated period of time.
- deal reasonably and sensitively with the complaint.
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Manchester City FC Academy's attention as soon as is practically possible.
- raise concerns promptly and directly with a member of staff.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow the Academy a reasonable time to deal with the matter.



Formal Complaints Procedure

Stage 1

Complaints can be made via email and should be made directly to the member of staff it relates to, or their line manager so that they have the opportunity to put things right and resolve the matter as soon as possible. In your email, you should set out the details of your complaint, the consequences to you or your child as a result and the remedy you are seeking.

Your complaint will be acknowledged, and you will then get a response and explanation following this.

Stage 2

If you are not satisfied with the initial response to your complaint, you can write via email to the Academy's Director of Operations and Development: mark.adams@mancity.com and ask for your complaint and the response to be reviewed. The Director of Operations and Development will acknowledge receipt of your complaint and follow up with a response.

Final Stage

If you are not happy with the reply from the Director of Operations and Development, then you have the option of writing to the Academy Director, stating the reason(s) why you are dissatisfied with the outcome.

The Academy Director (or their nominee) will respond to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Please note

Depending on the nature of your complaint, it may be passed to Manchester City's Safeguarding team if it is more appropriate for this department to deal with the specific issues raised.

It is our aim to resolve all matters as quickly as possible, however, inevitably some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If at the conclusion of the **"Final Stage"** you are still unhappy with the outcome or how the complaint was dealt with, you can contact the FA or the Premier League.