



Complaints Policy

Summer Residential Programme

1. Purpose

Manchester City Football Club (MCFC) Football Education is committed to delivering a high-quality, safe, and enjoyable experience for all participants within the Summer Residential Programme.

This policy outlines the procedure for raising and resolving complaints in a timely, fair, and transparent manner. It ensures that all concerns are handled professionally and that participants, parents, and partners feel listened to and supported.

This policy applies to:

- Participants and their parents or guardians
- Partner organisations and accommodation providers
- All Football Education staff and coaches involved in programme delivery

Safeguarding and Child Protection

- Manchester City Football Club is committed to safeguarding and promoting the welfare of all children, young people, and Adults at Risk participating in the Summer Residential Programme.
- Any concern relating to the safety, welfare, or protection of a child or Adult at Risk must be reported immediately in line with the MCFC Safeguarding Policy and must not be managed solely under this complaints procedure.
- Safeguarding concerns, disclosures, or allegations will be referred directly to the Designated Safeguarding Lead (DSL) and managed in accordance with MCFC safeguarding procedures and, where appropriate, external statutory agencies.

2. Guiding Principles

MCFC is committed to managing all complaints in line with the following principles:

- Accessibility – Complaints can be raised in person, by telephone, or in writing
- Fairness – All concerns will be reviewed impartially and without bias
- Confidentiality – Information will be shared only with those directly involved in resolving the matter
- Responsiveness – Complaints will be addressed within clearly defined timeframes
- Continuous Improvement – Feedback is used to enhance programme quality and participant experience
- Child-Centred Approach – Children and young people have the right to raise concerns, be listened to, and have their views taken seriously
- Protection from Detriment – No participant will be disadvantaged or treated unfairly for raising a concern or complaint in good faith
- Inclusion and Accessibility – Additional support will be provided where required to ensure all participants, including those with disabilities, additional needs, or language barriers, can raise concerns safely and confidently

3. Informal Resolution

MCFC encourages concerns to be raised at the earliest opportunity to allow for prompt resolution.

Participants or parents/guardians should initially contact the Residential Centre Manager or Operations Manager to discuss the concern.

- Concerns will be acknowledged and addressed as quickly as possible
- MCFC will aim to resolve informal concerns within 48 hours, where operationally possible

Where a concern cannot be resolved informally, it will be progressed to the formal complaints procedure.

Concerns relating to safeguarding, abuse, neglect, discrimination, bullying, welfare, or participant safety will not follow the standard informal complaints route and must be escalated immediately to the safeguarding team.

4. Formal Complaints Procedure

Stage 1 – Local Resolution

Complaints should be submitted in writing to the Operations Manager:

Kayvon Abbasi

kayvon.abbasi@mancity.com

The complaint should include:

- A clear description of the issue, including relevant dates, times, and individuals involved
- Any steps already taken to resolve the matter
- The desired outcome or resolution

Response Timeframes:

- Acknowledgement within 2 working days
- Full written response within 7 working days of acknowledgement

Stage 2 – Department Review

If the complainant is not satisfied with the outcome at Stage 1, the complaint may be escalated within 7 days to:

Senior UK Programmes Manager

Kristian Mahon

kristian.mahon@mancity.com

- The complaint will be reviewed by a senior manager not previously involved
- A written response will be provided within 10 working days

Stage 3 – Final Review

If the matter remains unresolved, it may be referred for final review to:

Head of Business Development

Lucas Gafarot

lucas.gafarot@cityfootball.com

- A full review of the complaint and previous responses will be conducted
- A final written decision will be issued within 15 working days

This decision will be considered final.

5. Safeguarding Concerns

MCFC recognises that some concerns raised through the complaints process may relate to safeguarding or child protection.

Where a complaint includes concerns about:

- Abuse or neglect
- Inappropriate behaviour towards a child or Adult at Risk
- Bullying, harassment, or discrimination
- Participant welfare or safety
- Conduct that may place a child or Adult at Risk at risk of harm

the matter will be referred immediately to the Designated Safeguarding Lead (DSL) and managed under the MCFC Safeguarding Policy.

Depending on the nature of the concern, MCFC may also refer matters to:

- Local Authority Children's Services
- The Police
- The Local Authority Designated Officer (LADO)
- Other relevant safeguarding agencies

Participants may raise safeguarding concerns directly without needing parental involvement, and all concerns will be treated seriously, sensitively, and confidentially.

6. Recording and Monitoring

- All complaints, both informal and formal, will be recorded and monitored by the Operations Manager
- Complaint data will be reviewed regularly to identify trends and areas for improvement
- Key findings will be shared with senior leadership as part of ongoing quality assurance

7. Key Contacts

Residential Centre Manager

James Catchpole

james.catchpole@mancity.com

Operations Manager

Kayvon Abbasi

kayvon.abbasi@mancity.com

Senior UK Programmes Manager

Kristian Mahon

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Head of Business Development

Lucas Gafarot

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Director of Safeguarding

Nic Scott

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8. Commitment to Continuous Improvement

Manchester City Football Club values all feedback as an opportunity to improve.

Every concern raised contributes to the ongoing development of the Summer Residential Programme, ensuring it continues to provide a safe, professional, and enriching environment for all participants.

Policy Owner: Operations Manager, Kayvon Abbasi

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