

# **OXFORDSHIRE PLAYING FIELDS ASSOCIATION**

## **COMPLAINTS POLICY AND PROCEDURE**

### **The Policy**

1. This policy applies both to OPFA's members and to any users of its services, including other organisations. OPFA has separate complaints procedures for its employees and volunteers.
2. OPFA aims to:
  - provide high quality services that meet the needs of its users and that are delivered efficiently and courteously; and
  - act appropriately and responsibly in its dealings with members, service users and partners.

OPFA recognises, however, that occasionally it may not manage to achieve these aims and if you ever think this is the case, OPFA wants to hear from you. We will endeavour to resolve problems and complaints as quickly as possible through our Complaints Procedure.

3. OPFA undertakes to:
  - investigate all complaints in accordance with its Complaints Procedure;
  - respond to every complaint within 10 working days;
  - learn from its mistakes by monitoring complaints; and
  - take all reasonable steps to prevent problems from recurring.

### **The Procedure**

4. If you have a complaint, please follow the procedure set out below:

Stage1: Contact the person responsible on a day-to-day basis for the relevant area of OPFA work and tell them why you are dissatisfied or concerned. We feel confident that we will be able to resolve most complaints immediately but, in any event, you will receive a response to your initial contact within 10 working days.

Stage 2: If you are not satisfied with the response you receive at Stage 1, please put your complaint in writing, marking the envelope 'Strictly Confidential', and either:

- send it to Meryl Smith, OPFA Hon. Manager, at the address below, or
- if the complaint concerns the Manager, send it to the Chairman (address below).

When writing, please say:

- what the problem is that you wish to complain about,
- which member of OPFA's team has been dealing with the matter so far, and
- what you would like OPFA to do about it.

You will receive a response in writing within 10 working days of your written complaint being received by OPFA.

Stage 3: If you are still not satisfied having received this response, please address your concerns in writing to Meryl Smith, OPFA Hon Manager, or the OPFA Chairman, as appropriate, marking the envelope 'Strictly Confidential'. The matter will be dealt with by the Hon. Manager in consultation with the OPFA Chairman or, as appropriate, directly by the OPFA Chairman. If necessary, the matter will be referred to members of the OPFA Executive Committee.

You will receive a response in writing within 10 working days of your written complaint being received by OPFA. We would normally expect a written response to suffice, but should you still not be satisfied, the opportunity for a face to face meeting will be offered, the outcome of which will be the conclusion of the complaints procedure.

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