



**THE PLAYERS FOUNDATION**  
**COMPANY NUMBER: 08352024**  
**CHARITY NUMBER: 1150458**

### **EXTERNAL COMPLAINTS POLICY**

The Players Foundation aims to maintain high standards in all of its work but we recognise that we can sometimes make mistakes, despite our best intentions.

Without your feedback on these occasions we would not be able to improve our services in the future, and therefore we value and take seriously any feedback you provide.

For this process to apply, you must first make a complaint within 21 days of the decision in respect of which you are unhappy.

The information below outlines our complaints procedure.

#### **1. First Stage**

If you have a complaint, you can contact us by phone, e-mail or letter. To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

- The reason for your complaint;
- Where and when what you're complaining about happened;
- The name(s) of anyone involved (if known);
- What outcome you are hoping for;
- Your contact details (name, address, daytime telephone number and/or email).

You can contact TPF by e-mail at [info@theplayersfoundation.org](mailto:info@theplayersfoundation.org) . If you would prefer to write, please send your complaint to:

TPF  
PO Box 235,  
Denton,  
M34 0EB

We will try to resolve the problem as quickly as possible but if we cannot do this, for example if we need to investigate further, we will acknowledge your complaint within the following timescale:

- Either immediately or on the same day if you telephone us
- Within 72 hours if you contact us by email
- Within 20 working days if you send us a letter

You will be given the name of the representative dealing with your complaint and when they will next contact you either with a proposed resolution or update.



## 2. Second stage

If, for any reason, you are not happy with the resolution of your complaint, you can request, within 21 days of the resolution decision being communicated to you, that it is brought to the attention of the Clerk to the Trustees who will in turn notify TPF's trustees. If however, the complaint is about the Clerk to the Trustees (or if the Clerk is the Chairperson) then any of TPF's Trustees is the route to resolution.

Please set out clearly in writing the details of the complaint, explaining why you were not satisfied with our response and what you would like us to do to put things right.

Our Clerk to the Trustees / chairperson will send an acknowledgment within 30 working days and personally investigate your complaint along with TPF's trustees and respond within 45 working days.

Please address this letter to:

The Clerk / The Chairperson  
TPF  
PO Box 235  
Denton  
M34 0EB

## 3. Follow up

In order for us to improve the service we provide, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to ensure that we provide the best possible service we can.

**Approved at the Trustee Board Meeting on 18th April 2019**

Updated Amended:	02 May 2023
Reviewed:	29 October 2024
Next review:	29 October 2026