

BFCISA Complaints Policy

Date: 16/06/26

Version: 1

1. Purpose

BFCISA is committed to handling complaints fairly, consistently, and proportionately. This policy sets out how members and the public can raise concerns, and how those concerns will be managed in a transparent and accountable way.

2. What is a Complaint?

A complaint is a formal expression of dissatisfaction:

- About the actions, behaviour, or decisions of BFCISA, its committee, or representatives
- Where the complainant is seeking a specific outcome or resolution

General disagreement, matters already concluded, or issues outside BFCISA's remit may not be treated as formal complaints.

3. Scope

Complaints may include, but are not limited to:

- BFCISA activities, communications, or operations
- The conduct of committee members or representatives
- Decisions made on behalf of members
- Governance processes, including elections or use of funds

BFCISA will not:

- Act as an intermediary for issues relating to third parties (e.g. Burnley FC, ticketing providers)
 - Reinvestigate matters already concluded unless new evidence is provided
 - Progress complaints that are vexatious, repetitive, or unreasonable
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4. How to Make a Complaint

Complaints must be submitted in writing (email: enquiries@burnleyfcisa.com) and include:

- Contact details
- A clear description of the issue

- Any relevant evidence
- The desired outcome

Complaints without a clear or realistic outcome may not be progressed. Anonymous complaints may be considered, but may not be progressed where there is insufficient information to investigate.

5. Principles

All complaints will be handled:

- Fairly and without bias
 - In a timely and proportionate manner
 - With respect for confidentiality where appropriate
 - Without detriment to the complainant
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6. Complaints Process

BFCISA will aim to acknowledge complaints within 7 days and provide an outcome within 28 days where reasonably practicable.

More complex complaints may take longer, and in such cases an updated timeframe will be provided.

Stage 1 – Initial Review

- Complaint acknowledged
- Assessed for scope and validity
- Informal resolution where appropriate

Stage 2 – Investigation

- Conducted by designated committee members not directly involved in the matter
- Relevant information reviewed
- Parties may be contacted
- Outcome determined based on evidence and proportionality

Stage 3 – Outcome and Review

- Outcome issued in writing
 - A review may be requested where new evidence is presented or there are concerns about how the complaint was handled
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7. Conflicts of Interest

Any individual who is the subject of a complaint will not be involved in its handling.

Where appropriate, complaints will be reviewed by committee members not connected to the matter.

Where a complaint relates to the Chair or multiple committee members, it will be handled by remaining unconflicted committee members, or by an appropriate independent panel where necessary.

8. Outcomes

Outcomes may include:

- No further action
 - Informal resolution or clarification
 - Recommendations for change
 - Action taken in line with the BFCISA Constitution, EDI Policy, or Statement of Values
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9. Vexatious or Repeated Complaints

Where a complainant:

- Refuses to accept reasonable outcomes
- Repeats issues without new evidence
- Acts in an unreasonable or excessive manner

BFCISA may limit further correspondence or decline to progress additional complaints.

10. Record Keeping

BFCISA will maintain a record of complaints and outcomes to support consistency and continuous improvement.

Complaint records will be held securely, accessible only to the investigating committee members where necessary, and retained only for as long as required to manage and review complaints.

11. Finality

Decisions made under this policy are final unless new and significant evidence is presented or there is a clear procedural error.