



COMPLAINTS POLICY

2024-25



Version Control

Document Title:	Complaints Policy Season - 2024/2025
Document Owner:	Port Vale Football Club – Claire Halket (Director of People & Operations)
Reference:	August 2024 (Revised Policy)

Document Review

Last Reviewed	Position	Reason
28/08/2024	Claire Halket (Director of People & Operations)	Annual review

Version History

Version	Date Released	Originator	Authorised	Comments
1.0	Season 17-18	Colin Garlick	Board	Original Complaints Policy
1.1	28/08/2024	Claire Halket	Board	Updated with the review and key principles

1.Statement

Port Vale Football Club welcomes comments and complaints from all members of the Club community and from the public. We use this process to improve our services for stakeholders, supporters and the wider community in which we exist.

Port Vale Football Club is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made, or the service offered will not meet as individual's requirements or expectations. For these reasons it is Club policy that all complaints should be:

- a. Treated seriously and in an open manner
- b. Acknowledged immediately, preferably in writing
- c. Investigated
- d. Resolved, wherever that is reasonably practicable, within no longer than 28 days
- e. Used as feedback to improve the service which the Club offers



No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

1.1 Scope

The policy applies to all members of the Club community but does not replace procedures for, staff grievances and disciplinary action: those procedures should be used where appropriate.

Activities undertaken at the following departments/locations are under the remit of this policy including:

Port Vale Football Club and the Vale Park Stadium

Port Vale First Team

Port Vale Academy

Port Vale Foundation Trust and Youth Development

Port Vale Women's Team

Port Vale Retail Store

Any location visited by staff/volunteers in an official capacity.

1.2 Legislation

The Human Rights Act 1998 applies to the operation of this policy

1.3 Review

This policy will be reviewed annually, or prior to this, if there is a:

- statutory change in law and legislation.
- following a complaint, concern or allegation whereby the policy is found to need revision to ensure the aims and key principles are met.
- learning outcomes that reflect best practice.
- Operational/staffing change within the Club.

All policy documents and reviews will be submitted to the Board for approval.



Authority from Port Vale Board and Acceptance of Policy

Director or People & Operations (Board Member):	Claire Halket
Signature:	Claire Halket
Date:	28/08/2024 (Annual Review)

Chief Executive Officer (Board Member):	Matt Hancock
Signature:	Matt Hancock
Date:	28/08/2024 (Annual Review)