

Wolverhampton Wanderers Football Club Foundation and Academy Complaints form

Comments, complaints or compliments - we want to hear from you.

- We will take what you say seriously
- We will take the time to praise and reward staff
- We will try to put things right quickly
- We will make sure you have a say
- We will keep you up to date with what we are doing
- We will always explain our decisions
- We will follow this process if you are a young person or a player or a parent or guardian.

Before you complain

All complaints are taken seriously, and we will do our best to resolve your concerns as quickly as possible.

If your complaint relates to a Fan ticketing, retail and the commercial aspects of matchday please follow this link [Complaints Procedure : Wolves Help](#)

If your complaint is about The Academy, please email lisahollis@wolves.co.uk

If your complaint is about The Foundation, please email leesmith@wolves.co.uk

If it is a safeguarding complaint please complete [Safeguarding Concern Report \(office.com\)](#) – we follow a slightly different approach depending on the issue raised and this can be used by any player, parent, professional.

If you have a complaint regarding our Safeguarding Team please email alastairpursell@wolves.co.uk

Before making your complaint, the following information may be helpful:

Have you brought your concerns to the attention of staff who know you and your situation?
Most complaints can be sorted out by talking to the person you have been dealing with, or their manager if you prefer.

Do you have parental responsibility?

Whilst we can accept complaints from individuals who are considered to have sufficient interest in a child, it may not be possible to deal with your concerns unless the child's parent, guardian or carer has given their consent for someone to act on their behalf.

Your complaint must be capable of being investigated and relate to the department's involvement with a child.

You should make it clear what you are seeking as an outcome to your complaint.



If you are making a complaint the process consists of three stages, however most matters are resolved at Stage 1.

Stage 1 - The senior manager responsible for the service you have concerns about, will investigate the matter and write to you with their findings. This is normally carried out within 10 working days. This timescale can be extended to 20 working days for complex investigations.

If you are dissatisfied with the outcome of Stage 1, you can request that your complaint be progressed to the next stage.

Before moving to Stage 2, a senior head of service will contact you to establish if there is anything further that could be done to resolve your complaint and may arrange a meeting with you to discuss your complaint in person. If it is still not possible to resolve your complaint, they will arrange for the matter to be dealt with at Stage 2.

Stage 2 - We will appoint somebody within Wolves but a different part of the business to investigate your complaint.

Once your complaint has been through the above stages and you have completed our complaints process. If you are still unhappy with the way we have dealt with your complaint you can escalate to the Premier League which would be **Stage 3**. If you reach this stage, we will share appropriate contact details.



COMPLIMENTS, COMMENTS AND COMPLAINTS

CONFIDENTIAL

1. Name & Contact Information

Name:

Address:

Postcode:

Contact Number(s):

Mobile:

Email:

2. Comments/Compliment

3. Nature of Complaint Continue overleaf if necessary and attach to this form.

What has happened? If this has built up over time, please give full history.

When did it happen? (day, date, time)

Where did it happen?



COMPLIMENTS, COMMENTS AND COMPLAINTS

CONFIDENTIAL

What was said or done by **whom**?

Were there any witnesses? (If complaint is about an incident); please give contact details if yes.

Has this complaint been made to a member of Wolves staff previously? If yes, please give details of whom & when.

What do you think we should do about this? What outcomes would you like?

Signed:

Print Name:

Date:

