



Complaints

Formal complaints procedure

Stage 1 Making a Complaint:

- Email your complaint directly to ranbypilgrims@gmail.com for the attention of the Club Secretary, include as much detail as possible and what you feel is the best resolution; this will ensure a speedier response.
- Once a complaint has been submitted, we will acknowledge receipt of your complaint and we will begin an investigation which will take up to 21 working days.
- After a thorough investigation you will receive an outcome of your complaint.
- Whilst we aim to resolve your complaint within 21 working days, in the event that this is not the case a member of the team will provide updates of when your complaint is expected to be resolved.

Stage 2 Appeal:

- If you are not happy with the outcome you have received to your complaint, you have the right to appeal.
- Appeals must be made within 5 working days of receiving the initial complaint outcome. Appeals outside of this time frame will not be considered.
- Should you wish to appeal, reply to your outcome email directly.
- Once your appeal has been submitted, the committee will review the appeal to review whether a fair outcome has been reached.
- You will receive an outcome of this review via email within 14 working days of your appeal email.

Stage 3 Outcome:

- If you remain unsatisfied, you may escalate the complaint further to the FA at support@sheffieldfa.com
- A comprehensive review of the entire complaint process and appeals outcome will be conducted.
- You will receive an email outcome from them within 7 working days of when your final appeal was raised.