

# Complaints Policy

## Yeovil Town Community Sports Trust

---

At Yeovil Town Community Sports Trust, we are committed to delivering high-quality services.

We welcome feedback from all our stakeholders, including parents, players, and community members.

This complaints policy outlines the process to raise concerns or complaints in a fair, consistent, and transparent manner.

### 1. Purpose

The purpose of this policy is to ensure that any complaints regarding our services, staff, or volunteers are handled efficiently and effectively. We aim to resolve complaints as quickly as possible while maintaining high standards of service.

### 2. Scope

This policy applies to all individuals and organizations that interact with Yeovil Town Community Sports Trust, including but not limited to parents, players, staff, volunteers, and community partners.

### 3. Types of Complaints

Complaints may involve, but are not limited to, the following:

- Service delivery
- Staff or volunteer behavior
- Safety or safeguarding concerns
- Facilities or equipment issues

### 4. How to Make a Complaint

Complaints can be made in the following ways:

1. In writing via email or letter FAO "Chief Executive Officer" to [info@yeoviltowncst.co.uk](mailto:info@yeoviltowncst.co.uk)

## 5. Complaint Handling Process

**1. Acknowledgement:** Upon receiving a complaint, we will acknowledge receipt within 3 working days.

**2. Investigation:** The complaint will be investigated by a senior staff member, and all necessary parties may be contacted for information.

**3. Resolution:** We aim to resolve complaints within 10 working days. In complex cases, this may take longer, but we will provide regular updates.

**4. Outcome:** Once a resolution is reached, we will inform you of the outcome in writing, along with any steps we will take to rectify the issue.

**5. Escalation:** If you are not satisfied with the outcome, you may escalate the complaint to Jamie Phillip, CEO, using the steps on the outcome letter/email.

## 6. Confidentiality

All complaints will be handled confidentially, and information will only be shared with those directly involved in the complaint.

## 7. Monitoring and Review

Yeovil Town Community Sports Trust will regularly review this complaints policy to ensure it remains effective.

Feedback from complaints will be used to improve our services.

**Signed:** *Jamie Phillip*

Jamie Phillip, CEO, Yeovil Town Community Sports Trust

Date: 01/01/2026 (Updated annually)