Shear Soccer Complaints Policy and Procedure

Shear Soccer aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of Shear Soccer activities. Shear Soccer works hard to ensure that a high level of customer service is always provided by all of our employees.

We seek to ensure that all complaints are:

- Listened to and investigated thoroughly
- Dealt with consistently
- Dealt with in an appropriate fair and timely manner and
- Learned from

If you have a complaint, please contact us:

By Post:
Shear Soccer Ltd
1 Longbridge Meadow
Cullompton
Devon
EX15 1BT

By Telephone: 07967 124 844
By Email: info@shearsoccer.co.uk
Office Hours: Monday to Friday, 9am to 5pm.

We will acknowledge your complaint within 3 working days of receipt and will send a formal response within 21 working days. Shear Soccer will attempt to resolve all justifiable complaints within this timescale however, if this cannot be done, Shear Soccer will regularly update you on progress of the complaint.

If after 28 days you are dissatisfied with the progress made, you have the option of taking the complaint to the Chief Executive, at the above address.

If you are still dissatisfied with the response, you can write to the Director Shear Soccer at the above address; your letter will be forwarded to the Director.

Staff Conduct
Shear Soccer staff will conduct themselves in a courteous and responsive manner in all dealings with customers and service users. Shear Soccer is committed to treating all persons equally.

Equality
Our commitment to promoting equality and inclusion applies to all areas of our work.

Shear Soccer is committed to providing a high quality, transparent and accessible services to everyone we engage with. To do this we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We will listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Safeguarding Children, Young People and Vulnerable Adults
Shear Soccer is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Shear Soccer Safeguarding Policy is available on our website at

Data Protection
Shear Soccer Data Protection Policy is available on our website at

Disciplinary Action
Shear Soccer has in place an employee Disciplinary Policy. If a complaint results in Shear Soccer taking disciplinary action against an employee, please note that the complainant will not be informed of the outcome.

Your Personal Information
Please note that details of all complaints are recorded and stored in line with Shear Soccer's data retention policy. If you use this complaints procedure you are agreeing that we can use personal information you send us for purposes connected solely to your complaint.

Policy Review
The policy will be reviewed and approved by the Directors on an annual basis or sooner if required e.g. where there are changes in legislation, or recommended changes to improve best practice.

Reviewed: February 2026 Approved: February 2026
Next review: February 2027