



**Westmorland
County
Football
Association
Limited**

Suggestions Praise Complaints

If you have a comment or complaint about our services, we would like to know. We aim to provide the best possible care for our customers and your views will help us to get things right.

Expressing your concerns

If there is a problem, it is usually best to tell someone straight away. Please talk to the staff providing your service about any concerns. You will be listened to sympathetically and often things can be sorted out immediately.

If you would prefer to speak to someone who has not been directly involved with your case, we can arrange for you to speak to a senior member of staff.

If you remain unhappy or would rather make a formal complaint, you should write to the Chief Executive at the address below.

Anyone who has been a customer can make a complaint or a friend or relative can do so on their behalf, with their permission.

It is a good idea to make your complaint while it is still fresh in your mind and ours. The longer you wait, the more difficult it will be for everyone to remember what happened. Normally complaints should be made within 3 months.

Making a formal complaint

It helps if you tell us:

- what the problem was
- when and where it happened
- your name and address
- the customer's name and address, if you are complaining on behalf of someone else

We will acknowledge your letter within 5 working days of receiving it. A senior member of staff will then investigate your complaint. We will try to get a full response to you within 4 weeks but will keep you informed if there is a delay, which will also be reported to the appropriate Committee of elected members.

Sometimes we will suggest that we arrange to meet with you discuss your complaint.

Giving praise where it's due

Most customers are pleased with the service they are given. If you feel that someone deserves special praise or thanks please let us know.

Suggestions about the way in which we might improve our services are helpful too.

Your comments will be passed to the staff and/or Committee concerned.

Useful addresses

The **Chief Executive** can be contacted at:

Westmorland County Football Association Limited
35/37 Appleby Road
Kendal
Cumbria
LA9 6ET
Telephone: 01539 730946

1st 4 Sport can be contacted at:

1st 4 Sport Qualifications
Coachwise Limited
Chelsea Close
Off Amberley Road
Armley
Leeds
LS12 4HP
Telephone: 0113 2907610

Please note that a £10 fee is payable for any complaint dealt with by 1st 4 Sport.