

## **OBJECTIVES**

To maintain, promote and improve professional and ethical standards, to protect the integrity and reputation of Dumbarton Football Club and to further enhance public trust and confidence.

Delivery of a service, compliant with the requisite code of ethical practice

To ensure service delivery is achieved in line with the values of integrity, fairness, respect, professionalism and honesty.

To ensure public trust and confidence

To address concerns pro-actively through organisational learning, training and promoting personal responsibility

To robustly investigate complaints in relation to Dumbarton Football Club.

## **WHY**

The focal point of this function surrounds the management of risk. This risk can take the form of organisational or reputational risk, from members of the public who are dissatisfied with the service they have received or staff who are acting out with expected standards.

## **PROCESS**

By establishing a formal process where contact can be made by email

[customercare@dumbartonfc.co.uk](mailto:customercare@dumbartonfc.co.uk)

All reports will be assessed and addressed in a fair and transparent manner and the complainer will be informed of the outcome.

Further engagement or investigation will be carried out where required.

Those contacting us will be asked for their name, address and contact details.

They will be asked to provide as much detail as possible including date, locus and nature of complaint.

These complaints will be formally logged with details of action taken and the outcome.

We will acknowledge receipt of all emails with three days. We may at this point have to ask for further details or to clarify certain points in order for us to address it in an appropriate manner.

**OFFICIAL**

We will endeavour to reply with a detailed response within 14 working days.

**OFFICIAL**