



# Great Britain Deaf Football (GBDF)

## COMPLAINTS POLICY AND PROCEDURE

Last updated: March 2026

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Next review due: March 2027

### 1. Introduction

1.1. Great Britain Deaf Football (GBDF) is committed to working in an open and accountable way that builds the trust and respect of all our members. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, and in particular by responding positively to complaints, and by putting mistakes right.

### 2. Aims

2.1. GBDF aims to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with GBDF which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints and review annually our complaints policy and procedures.

2.2. We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

2.3. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.



Affiliated to UK Deaf Sport  
Registered Charity No. 1111776.  
<http://www.ukdeafsport.org.uk>

### **3. Definition**

3.1. GBDF defines a complaint as 'any expression of dissatisfaction with GBDF as a body (or with a GBDF Member) that requires a formal response'.

### **4. Purpose**

4.1. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. Responsibility**

5.1. All GBDF Members have responsibility for action.

5.2. GBDF's responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

5.3. A complainant's responsibility is to:

- Bring their complaint, in writing, to GBDF's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in GBDF;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow GBDF a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond GBDF's control.

### **6. Confidentiality**

6.1. Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and GBDF maintain confidentiality.

6.2. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

### **7. Monitoring and reporting**

7.1. GBDF Committee Members will receive an anonymised report of complaints made and their resolution annually at the AGM.



## 8. Formal complaints procedure

### 8.1. Stage 1

8.1.1. In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

8.1.2. You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of GBDF staff to write to, your complaint should be sent to the GBDF Chair.

8.1.3. Our contact details can be found on the Contact Us part of the GBDF website.

### 8.2. Stage 2

8.2.1. If you are not satisfied with the initial response to the complaint then you can write to the GBDF Chair and ask for your complaint and the response to be reviewed. You can expect the Chair to acknowledge your request within 4 working days of receipt and provide a response within 15 working days.

8.2.2. GBDF's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### 8.3. Final Stage

8.3.1. If you are not satisfied with the subsequent reply from the GBDF Chair, then you have the option of writing to UKDS stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the GBDF Chair.

The Chief Executive Officer of UKDS (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

## 9. Review of policy

9.1. This policy shall be reviewed annually by the GBDF Board to ensure it remains aligned with:

- Governance best practice;
- UK data protection legislation;
- Safeguarding standards;
- Emerging digital platforms and technologies.

9.2. The review date shall be recorded on the front of this document.

