

## COMPLAINTS POLICY

From initial enquires, through to participating in our festivals, we believe that our customers are entitled to expect high standards of customer satisfaction and professionalism. We welcome suggestions on how to improve and will give prompt and serious attention to complaints received.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of the ESF Events organising team at the event.

### MAKING A COMPLAINT

#### Stage 1

In the event that you experience problems with any element of your tour, you must advise the ESF Events organising team at the event in writing, by completing a feedback form. We will attempt to resolve the issue amicably and informally at this stage.

For complaints of a safeguarding nature it is important that the formal process is followed and contact is made with the ESF Events Designated Safeguarding Lead on 07947 313302 (operational during festival dates only), who will offer the relevant advice and guidance (please refer to the ESF Safeguarding Policy).

#### Stage 2

If Stage 1 does not provide a satisfactory outcome, we will ask your nominated Group Leader or a Club Official to complete a complaint form, within 28 days of the incident taking place. Once received, ESF Events will undertake a full investigation and endeavour to respond in a timely manner, but no later than 12 weeks.

If you fail to take either of these steps, it will affect our ability to investigate your complaint and may impact the way your complaint is dealt with.

#### Stage 3

In the event of any dispute arising, the dispute will be governed by the laws of England and Wales under exclusive jurisdiction of the English Courts.

### WHO TO CONTACT:

- ESF Events via telephone on 01664 566360 or via email at [info@esfevents.co.uk](mailto:info@esfevents.co.uk)  
ESF Events Safeguarding phone line on 07947 313302 (operational during festival dates only)
- The appropriate National Governing Body; The Football Association (FA), Scottish Youth Football Association (SYFA), England Netball, Rugby Football Union (RFU) or Rugby Football League (RFL).
- The Police or Children's Social Care
- NSPCC 24 hour Helpline 0808 800 5000 or text 88858 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)