

COMPLAINTS POLICY

ESF Events believe that all individuals, from initial enquires through to participating in the festivals, are entitled to expect high standards of customer satisfaction and professionalism. We welcome suggestions on how to improve our events and will give prompt and serious attention to any concerns about the running of the events.

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 there are issues during the festival – we ask that these are brought to the attention of the ESF organising team present at the festival in writing, by completing a feedback form, to ensure all attempts are made to resolve the issue at the first opportunity. Most issues should be resolved amicably and informally at this stage. For all complaints of a safeguarding nature it is important that the formal complaint process is followed and contact is made with the ESF Events Designated Safeguarding Lead on 07856877139 at the first instance who will offer the relevant advice and guidance. (please refer to the ESF Safeguarding Policy).

Stage 2

If stage 1 does not have a satisfactory outcome, or if the issue recurs, we expect the Group Leader or Club Official to complete and submit a formal complaint within 28 days. ESF Events will then undertake a full investigation and endeavour to respond in a timely manner, but no later than 12 weeks.

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 Safeguarding phone line on 07856877139 (for the duration of the festival)
- 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