



THE PLAYERS FOUNDATION
Company Number: 08352024
Charity Number: 1150458

External Complaints Policy

Purpose

The Players Foundation is committed to delivering a high standard of service in all areas of its work. We recognise, however, that there may be occasions where individuals are dissatisfied with a decision, service, or aspect of our work.

Concerns regarding the conduct, behaviour, or service provided by The Players Foundation or its representatives should be raised under the Complaints Policy. Requests to review grant making decisions should be raised under the Appeals Policy.

We take all complaints seriously and value feedback as an opportunity to learn, improve, and strengthen the support and services we provide.

This policy outlines how external complaints can be raised and how they will be handled fairly, consistently, and appropriately.

To allow concerns to be reviewed effectively and while information remains current, complaints should normally be submitted within 21 days of the decision or event giving rise to the complaint.

The Players Foundation reserves the right not to respond to complaints that are considered abusive, vexatious, repetitive, or unreasonable.

Stage One – Initial Complaint

If you wish to make a complaint, you can contact us by telephone, e-mail, or in writing.

To help us investigate your concerns as efficiently as possible, please provide:

- the reason for your complaint;
- details of what happened and when;
- the names of anyone involved (where known);
- the outcome you are seeking; and
- your contact details, including your name, address, telephone number, and/or e-mail address.

Contact Details:

E-mail:
info@theplayersfoundation.org

Postal Address:
The Players Foundation
PO Box 235
Denton
M34 0EB

Acknowledgement and Response



We will aim to resolve complaints as quickly as possible. Where this is not immediately possible, for example where further investigation is required, we will acknowledge receipt of your complaint within the following timescales:

- immediately or on the same working day for telephone complaints;
- within 72 hours for complaints received by e-mail; or
- within 20 working days for complaints received by post.

You will be provided with the name of the person handling your complaint and advised when you can expect a further response or update.

Stage Two – Review of Complaint

If you remain dissatisfied with the outcome of your complaint, you may request that the matter is reviewed. Requests for review should normally be submitted within 21 days of the Stage One decision being communicated to you.

Please clearly set out:

- why you remain dissatisfied with the response provided; and
- what outcome or resolution you are seeking.

Where appropriate, complaints will be reviewed by the CEO in consultation with the Trustees.

If the complaint relates to the CEO, the matter will instead be referred directly to a Trustee nominated to manage the review process.

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info@theplayersfoundation.org

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Review Process

We will acknowledge receipt of your request for review within 30 working days. The complaint will then be independently reviewed, and a written response will normally be provided within 45 working days of acknowledgement. Where additional time is required due to the complexity of the matter, you will be kept informed of progress and expected timescales.

The decision reached following Stage Two will normally be considered final.

Monitoring and Learning

The Players Foundation may contact you following the conclusion of the complaints process to seek feedback on how the complaint was handled and to identify opportunities for improvement.

Information provided through the complaints process will be handled confidentially and in accordance with applicable data protection legislation and the charity's privacy policies.



Complaints may be reported periodically to the Board of Trustees for monitoring, learning, and governance oversight purposes.

Approved at the Trustee Board meeting on 28th July 2026

Next review: July 2028