

Sheffield the Home Of Football

Complaints Policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving Sheffield the Home Of Football's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

This policy applies to Sheffield the Home Of Football and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK for anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Sheffield the Home Of Football or its staff and associated personnel¹. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel

A complaint has to be about some action for which Sheffield the Home Of Football is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about Sheffield the Home Of Football's work
 - A request for information
 - A contractual dispute
 - A request to amend records e.g. to correct an address, cancel a donation
 - A request to unsubscribe from a Sheffield the Home Of Football service e.g. a campaign newsletter or email
-

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint

It is hoped that most complaints or concerns about Sheffield the Home Of Football's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who is not covered by this policy?

Complaints by staff are governed by Sheffield the Home Of Football's procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

How to make a complaint

Complaints should be put in an email to

John Clarke, Company Secretary, Sheffield the Home Of Football , John6clarke@gmail.com

Sheffield the Home Of Football Safeguarding Policy

Purpose

The purpose of this policy is to protect people, particularly children, at risk adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact with Sheffield the Home Of Football. This includes harm arising from:

- The conduct of staff or personnel associated with Sheffield the Home Of Football
- The design and implementation of Sheffield the Home Of Football's programmes and activities

The policy lays out the commitments made by Sheffield the Home Of Football and informs staff and associated personnel² of their responsibilities in relation to safeguarding.

This policy does not cover:

- Sexual harassment in the workplace – this is dealt with under Sheffield the Home Of Football's Anti Bullying and Harassment Policy³
- Safeguarding concerns in the wider community not perpetrated by Sheffield the Home Of Football or associated personnel

What is safeguarding?

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect⁴

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from coming into contact with our staff or programs.

Further definitions relating to safeguarding are provided in the glossary below.

Scope

- All staff contracted by Sheffield the Home Of Football
 - Associated personnel whilst engaged with work or visits related to Sheffield the Home Of Football, including but not limited to the following: consultants; volunteers; contractors; programme visitors including journalists, celebrities and politicians
-

Policy Statement

Sheffield the Home Of Football believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. Sheffield the Home Of Football will not tolerate abuse and exploitation by staff or associated personnel.

This policy will address the following areas of safeguarding [as appropriate]: child safeguarding, adult safeguarding, and protection from sexual exploitation and abuse. These key areas of safeguarding may have different policies and procedures associated with them (see Associated Policies).

Sheffield the Home Of Football commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

Prevention

Sheffield the Home Of Football responsibilities

Sheffield the Home Of Football will:

- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programs and activities in a way that protects people from any risk of harm that may arise from their coming into contact with Sheffield the Home Of Football. This includes the way in which information about individuals in our programmes is gathered and communicated.
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel.
- Ensure staff receive training on safeguarding at a level commensurate with their role in the organization.
- Follow up on reports of safeguarding concerns promptly and according to due process.

Staff responsibilities

Child safeguarding

Sheffield the Home Of Football staff and associated personnel must not:

- Engage in sexual activity with anyone under the age of 18
- Sexually abuse or exploit children.
- Subject a child to physical, emotional or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including child labour or trafficking.

Adult safeguarding

Sheffield the Home Of Football staff and associated personnel must not:

-
- Sexually abuse or exploit at risk adults.
 - Subject an at-risk adult to physical, emotional or psychological abuse, or neglect

Protection from sexual exploitation and abuse

Sheffield the Home Of Football staff and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance.
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics.

Additionally, Sheffield the Home Of Football staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by a Sheffield the Home Of Football staff member or associated personnel to the appropriate staff member

Enabling reports

Sheffield the Home Of Football will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities we work with.

Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Sheffield the Home Of Football's Disclosure of Malpractice in the Workplace (Whistleblowing) Policy.

Sheffield the Home Of Football will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a safeguarding concern

Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Safeguarding Focal Point [as appropriate] or line manager. If the staff member does not feel comfortable reporting to their Safeguarding Focal Point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

John Clarke, Company Secretary, Sheffield the Home Of Football , John6clarke@gmail.com

Response

Sheffield the Home Of Football will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations (see Procedures for reporting and response to safeguarding concerns in Associated Policies).

Sheffield the Home Of Football will apply appropriate disciplinary measures to staff found in breach of policy.

Sheffield the Home Of Football will offer support to survivors of harm caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the survivor.

Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need-to-know basis only and should be kept secure at all times.

Associated policies

Code of Conduct

Anti Bullying and Harassment policy

Disclosure of Malpractice in the Workplace (Whistleblower) policy

Child Safeguarding policy

Adult Safeguarding policy

PSEA (Protection from Sexual Exploitation and Abuse by staff) policy

Complaints Policy

Procedures for reporting and response to safeguarding concerns.

Procedures for safeguarding in staff recruitment

Other policies as appropriate

Glossary of Terms

Beneficiary of Assistance

Someone who directly receives goods or services from Sheffield the Home Of Football's program. Note that misuse of power can also apply to the wider community that the NGO serves and can include exploitation by giving the perception of being in a position of power.

Child

A person below the age of 18

Harm

Psychological, physical and any other infringement of an individual's rights

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.

Sheffield the Home Of Football Safeguarding Code of Conduct

Introduction

In keeping with its vision and values, Sheffield the Home Of Football is committed to maintaining the highest degree of ethical conduct amongst all its staff and associated personnel. To help increase understanding, this Code of Conduct details Sheffield the Home Of Football's expectations of employees in key areas.

Scope and purpose

This Code of Conduct applies to all contracted staff, international and local, employed by Sheffield the Home Of Football. Adapted Codes of Conduct are applicable to volunteers, partners, contractors and suppliers.

The purpose of this Code of Conduct is to set out the conduct expected of Sheffield the Home Of Football staff whilst under contract to the organisation, and forms part of all contracts of employment. The Code is applicable at all times. Breaches of the Code of Conduct are grounds for disciplinary action, up to and including dismissal.

Whilst recognising that local laws and cultures differ considerably from one country to another, Sheffield the Home Of Football is an International Non-Governmental Organisation, and therefore the Code of Conduct is developed from international and UN standards. Sheffield the Home Of Football staff are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

Mission and values

[Insert NGO's Mission Statement or Organisational Values here]

Code of Conduct Standards

As an Sheffield the Home Of Football employee I will:

Uphold the integrity and reputation of Sheffield the Home Of Football by ensuring that my professional and personal conduct is consistent with Sheffield the Home Of Football's values and standards

- I will treat all people fairly with respect and dignity.
- When working in an international context or travelling internationally on behalf of Sheffield the Home Of Football, I will be observant of all local laws and be sensitive to local customs
- I will seek to ensure that my conduct does not bring Sheffield the Home Of Football into disrepute and does not impact on or undermine my ability to undertake the role for which I am employed
- I will not work under the influence of alcohol or use, or be in possession of, illegal substances on Sheffield the Home Of Football premises or accommodation

Not engage in abusive or exploitative conduct

- I will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence.
- I will not exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance.
- I will not engage in sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics.
- I will not engage in any commercially exploitative activities with children or vulnerable adults including child labour or trafficking.
- I will not physically assault a child or vulnerable adult.
- I will not emotionally or psychologically abuse a child or vulnerable adult.

Ensure the safety, health and welfare of all Sheffield the Home Of Football staff members and associated personnel (volunteers, partners, suppliers and contractors)

- I will adhere to all legal and organisational health and safety requirements in force at my location of work.
- I will comply with any local security guidelines and be pro-active in informing management of any necessary changes to such guidelines.
- I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and communities with whom we work.

Be responsible for the use of information, assets and resources to which I have access by reason of my employment with Sheffield the Home Of Football

- I will ensure that I use Sheffield the Home Of Football assets and resources entrusted to me in a responsible manner and will account for all money and property

-
- I will not use Sheffield the Home Of Football IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics or encourages extremism.
 - I will not use Sheffield the Home Of Football IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse.

Perform my duties and conduct my private life in a manner that avoids conflicts of interest

- I will declare any financial, personal or family (or close intimate relationship) interest in matters of official business which may impact on the work of Sheffield the Home Of Football
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within Sheffield the Home Of Football, to any person with whom I have a financial, personal, family (or close intimate relationship) interests.
- I will seek permission before agreeing to being nominated as a prospective candidate or another official role for any political party.
- I will not accept significant gifts or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered some as a result of my employment with Sheffield the Home Of Football

Uphold confidentiality

- I will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so.

Complaints and reports

Sheffield the Home Of Football staff are obligated to bring to the attention of the relevant manager any potential incident, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code. Sheffield the Home Of Football staff reporting concerns are protected by the Disclosure of Malpractice in the Workplace policy.

Staff members who have a complaint or concern relating to breach of the Code should report it immediately to their line manager. If the staff member does not feel comfortable reporting to their line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

Staff members receiving reports or concerns are obliged to action or refer the report immediately as per the Sheffield the Home Of Football Complaints Policy and procedures.

Related policies

Complaints policy and procedures

Health and Safety in the Workplace policy

Disclosure of Malpractice in the Workplace policy

Anti-Fraud and Corruption policy

Safeguarding policy

Anti Bullying and Harassment policy

Security policy

Use of IT policy

In accepting my appointment, I undertake to discharge my duties and to regulate my conduct in accordance with the requirements of this Code

Name:

Signature:

Date: