

## Feedback Policy

Date of last Review	August 2025	Reviewed by	Head of Foundation & Trustees
Date of next Review	August 2026	To be reviewed by	Head of Foundation & Trustees

### Overview

We are committed to providing a high-quality service to every participant in all of our programmes. If you or someone you know has benefited from our service, we would appreciate your feedback. Similarly, if you have any ideas on how to improve our service, then again, we would want to hear from you. On an occasion where something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### Feedback

Cambridge United Foundation often receive positive feedback about the positive effect our sessions have had on individuals, then enables us to continue to deliver this valuable work, as well as evidence the impact to the wider local community. The Foundation has a 'Champions Group' made up of current participants of various sessions that the charity deliver, who meet regularly to discuss any ways to enhance the service.

The Foundation is committed to hearing views from all of our beneficiaries and partners and therefore ask if you have any feedback you wish to share with the staff team, either to highlight some great work or to improve the delivery of our sessions, then please complete the short form below. You will receive confirmation when your feedback has been reviewed.

Click Here → [Feedback Form](#)

### Complaint

If you have a complaint, we ask that you complete our [Feedback Form](#), which will be reviewed by our team.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. CUF will review your matter, file and speak to any relevant individuals linked to the complaint. Where the complaint may be linked to an individual under the age of 18, their parents would be informed and asked to discuss the incident alongside the young person.
3. CUF will then invite you to a meeting to discuss and hopefully resolve your complaint. CUF will do this within 14 days of sending you the acknowledgement letter. Where a third party is involved, the foundation's code of conduct can be referred to, ensuring any breaches of this can be followed up also.
4. Within three days of the meeting, CUF will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Members of the Board to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

8. **Should incidents of bullying be reported the above process would still be followed. In addition, the Designated Safeguarding Officer (DSO) would be informed, who we record the incident on our safeguarding platform 'MyConcern'. The DSO would report this incident to the County FA for awareness and advice, and possibly to the FA Case Management team.**

Cambridge United Foundation is committed to promoting equality of opportunity for all staff, volunteers and job applicants. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate on the basis of age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, sex, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.