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**Chelsea Supporters Group 2005 Complaints Procedure**

We hope that any interaction you have with Chelsea Supporters Group (CSG) will be satisfactory. However, in the unlikely event that we fail to meet your expectations, we have the following complaints procedure.

***1 - Who to contact to make a complaint***

Complaints can be made and sent in writing to Mark Russell through [info@chelseasupportersgroup.net](mailto:info@chelseasupportersgroup.net). This is also available on the CSG website via the ‘contact’ page.

***2- Do you need to complete a form to make a complaint***

Complaints will be accepted in written form via email. Social media is not on appropriate way to make a complaint and CSG will not review any complaints made via this method.

***3 - When receiving complaints we will:***

- Acknowledge your complaint within 48 hours of receiving;

- Advise you of any additional information we require;

- Advise on whether we need information from a third party;

- Indicate to you the timescales involved in resolving your complaint.

***4- How will we resolve complaints***

*Stage 1 - Internal Resolution*

In many cases, a complaint may best be resolved by the person who is responsible for the issue being complained about. We will look to act within 7 days and liaise with both parties to seek a swift resolution.

*Stage 2 - Referral to Chair*

If the Complainant feels the problem has not been satisfactorily resolved at Stage 1, they can refer their complaint to the CSG Chair - Peter Trenter - whose decision shall be final.

*Stage 3*

If the Complainant feels the problem has not been satisfactorily resolved at Stage 1 or 2, they can refer their complaint to The Football Supporters Association for final arbitration.

The Committee