



# **United Cornwall FC / Grow Cornwall CIC**

## **Feedback and Complaints procedure**

January 2026

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## Overview

Grow Cornwall CIC and United Cornwall FC offers participants the chance to feedback, both positively and constructively, and all information we receive is reviewed. As part of this process we assess what needs acting on, and will communicate with the personnel involved in a constructive and timely manner.

We ask that players feedback in a suitable way, and this is outlined below. We also ask that complaints are logged correctly so we are able to act in the right way.

Please respect the staff and volunteers, and any abusive behaviour will not be tolerated.

## If you would like to give Feedback

We offer different ways that players and volunteers can give feedback, both positive and constructively, to the management team. They are:

1. Through our annual formal feedback form. Once a year (December) we give players and volunteers the opportunity to feedback through a Formal Feedback form, which then goes on to help with creating an Impact Report, adapting the sessions and supporting funding applications. This can be done anonymously.
2. Players are welcome to feedback informally to session leads during, after or before sessions.
3. Players can feedback as part of their Session Log on a weekly basis.
4. Players can email [jack@growcornwall.com](mailto:jack@growcornwall.com) with any feedback.

Where deemed appropriate feedback will be shared with other staff and volunteers.

**Please do not use WhatsApp to direct message players, leads or management about feedback, please use the most appropriate channel, as outlined above.**

## If you would like to make a Complaint

If you are unhappy with something relating to United Cornwall FC and would like to make a complaint, then we ask that complaints are made through emailing [jack@growcornwall.com](mailto:jack@growcornwall.com) and we will do our best to respond in a timely manner. Please note that Grow Cornwall CIC staff work only a couple of hours a week and therefore might not be able to respond immediately.



**We ask players not to use WhatsApp to log complaints, which includes the use of the United Cornwall FC WhatsApp community or by directly messaging staff and volunteers, but to follow the process of making a complaint, as outlined above. We can assure players that all complaints are taken seriously and every effort will be made to resolve any issues raised.**

If the complaint is about your treatment by Jack Greaves, the Lead person for United Cornwall FC then the correct procedure is outlined in our Behaviour Policy found on our website:

<https://unitedfc.org.uk/policies-and-procedures>

## Use of WhatsApp

The use of WhatsApp should be kept positive, as is the intention of having the community group, and not used to complain about UCFC sessions.

We want the WhatsApp community to be a positive and supportive extension of the weekly sessions. If this is not going to be the case going forward, we might have to change its focus so only admins can message with necessary updates. We ask that posts are relevant, positive and supportive to our whole community of players.

We ask players to leave the WhatsApp group they no longer play with, and if you leave UCFC altogether we ask that you leave the WhatsApp Community. You are welcome to join at a later date.

Please keep communications in the WhatsApp groups between 9am and 9pm.

## Work / Volunteer life balance

We promote a positive work / volunteer life balance for our Staff and Volunteers and we ask all players to respect this. All volunteers give their time freely and shouldn't be expected to deal with complaints away from sessions. All United Cornwall FC paid staff work only a couple of hours a week, and therefore should not be expected to be either on call or respond immediately to complaints, although every effort will be made to respond in a timely manner.