



Club Complaints Policy

NEWPORT COUNTY AFC

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1. Introduction

Newport County AFC are committed to providing the best service to our fans, customers and any supporters visiting Rodney Parade. All feedback the Club receives plays a vital role in helping us to achieve our five core values: Family, Honesty, Respect, Resilience and Trust. In line with these values and our wider One Club One County mantra, we encourage anyone to contact us with any queries, concerns, or suggestions that you would like to share with us. All feedback is gratefully received and helps shape the future of Newport County AFC. For further information please visit our Customer Charter.

2. Making A Complaint

Formal complaints can be registered with the Club through one of the following two ways:
Letter, which can be sent to Newport County AFC Rodney Parade, Rodney Road, Newport NP19 0UU

Or by email to FanFeedback@newport-county.co.uk

3. Procedure

Most complaints can be resolved promptly at the time of the initial problem. You can raise a concern about any area of our work. In the first instance, take prompt action:

- Talk directly with the Department Lead about your concerns within the Club or send an email to our Supporter Liaison Officer – Donna Linton at Fanfeedback@newport-county.co.uk
- Be clear about the problem and be as calm as you can about it. If the Department Lead is unable to resolve your concern, it may be referred to the next level. It is helpful for you to provide your personal details so that we can get back to you regarding your complaint.
- If you are not satisfied, you have the right to make a formal complaint.

If you are not happy with the explanation that you receive, our action to address your concern, or feel that you cannot talk about it, then make your complaint in writing within ten working days of the incident. Please be clear about the problem and how you feel it should be resolved. Please mark it 'Confidential' and send for the attention of the Board of Directors, Newport County AFC, Rodney Parade, Rodney Road, Newport, NP19 0UU. Alternatively, you can send an email and mark your email 'Complaint' for priority attention to office@newport-county.co.uk

4. Timeframe

Newport County AFC aims to acknowledge all enquiries within one working day. Newport County AFC will aim to provide a resolution to the complaint within 25 working days. Please note that response times may be extended during busy periods, however, all enquiries are important to us. We are grateful and welcoming of all feedback from our supporters, positive or otherwise.

5. Further Complaint

Newport County AFC will endeavour to resolve all complaints made by fans and customers. Should however, an individual or group deem the outcome unacceptable, then several bodies and organisations can be contacted to further the case.

The Football Supporters Federation

The Football Supporters' Federation (FSF) is the democratic organisation representing the rights of fans and arguing the views of football supporters in England and Wales. Call: 0330 44 000 44 Email: info@fsf.org.uk

Independent Football Ombudsman

The Independent Football Ombudsman was established by the football authorities and adjudicates on unresolved complaints. Call: 0330 165 4223 Email: contact@theifo.co.uk

EFL Supporter Services

The Supporter Services department promotes the work carried out by the EFL, acting as the principal point of contact at the EFL for any supporter complaints or queries. A key function of the Supporter Services department is to provide a professional and approachable point of contact within the EFL for supporters and other members of the public who need help, advice, and information on any aspect of our activities. By post: Supporter Services Department, EFL House, 10-12 West Cliff, Preston. PR1 8HU Email: enquiries@efl.com

6. General Enquiries

As well as complaints, general comments on the match day experience, as well as any other County based activities, can be directed to the Club via office@newport-county.co.uk General enquiries can also be directed to our social media platforms via Twitter @NewportCounty or Facebook Newport County AFC.