



Complaints

Accrington Stanley Football Club is committed to providing a professional and high-quality service to all our customers and we actively welcome feedback both positive and negative. We believe that this helps us to deliver an improved and more effective service to the customer. Similarly, we would like to hear from any of our customers that may have any suggestions on how we can improve our service.

Should you wish to make a complaint about the service Accrington Stanley Football Club has provided this must be in a written format only and addressed to;

By post:

Accrington Stanley FC - The Wham Stadium – Livingstone Road – Accrington – BB5 5BX

By email:

Info@accringtonstanley.co.uk

Accrington Stanley Football Club will endeavour to respond within seven working days of receipt. If it is not possible to provide a full response to the issue raised within the time frame, an acknowledgement will be sent, and a detailed reply will follow within 14 working days of the original communication.

Should you feel unsatisfied with the response you have received please contact Accrington Stanley Football Club - Managing Director - Accrington Stanley FC – The Wham Stadium – Livingstone Road – Accrington – BB5 5BX

The Managing Director will conduct a further review of the complaint and respond accordingly.

Accrington Stanley Football Club is committed to ensuring the safety and wellbeing of all vulnerable groups who attend our premises or are in our care; this includes children, young people and adults at risk. Should your complaint be of serious nature, or you wish to report an incident of serious nature, please contact our Head of Safeguarding, Mark Turner via email on mark.turner@accringtonstanley.co.uk.