

## **Complaints Procedure**

Scunthorpe United Football Club Charter outlines in detail our principle policies and commitments including our ticketing policies to ensure complete transparency and accountability.

If you do have reason to complain on a match day, please speak to a steward or a uniformed member of staff. We find that the majority of complaints can be resolved at the time of the initial problem. If your complaint cannot be resolved on the day or is concerning another matter, please contact us at the main club address, or by email to [feedback@scunthorpe-united.co.uk](mailto:feedback@scunthorpe-united.co.uk)

We will acknowledge receipt of all email correspondence and seek to respond to any communication within 10 working days, though this may increase during peak periods of the season. Should you be dissatisfied with the response you have received or feel your complaint has not been resolved, you can escalate your complaint for final resolution to the Club's Chief Executive Officer.

Should the response you be dissatisfied with the response you receive from the club, you can then contact the Independent Football Ombudsman

Suite 49, 33 Great George Street,  
Leeds  
LS1 3AJ.  
Telephone; 0800 588 4066