



## Leicester & District Mutual Football League Complaint policy

If you have a complaint that you wish to raise with the League, please email the League Secretary [secretary@ldmfl.org](mailto:secretary@ldmfl.org) or League Chairman [chair@ldmfl.org](mailto:chair@ldmfl.org)

As part of your complaint please clarify your complaint clearly by identifying the nature of the complaint, including examples of poor practice; details of those involved; dates and times the incident(s) occurred.

Following receipt of your complaint you will receive an acknowledgement within 5 working days.

The complaint will then be investigated by a member of the League committee for consideration and response.

A response will be received within 10 working days unless we need more information before making a decision, you will be kept informed of this and the timescale.