



## UPSC Compliment and Complaint Form

An effective feedback, compliment and complaint handling system addresses the principles of transparency and accessibility, responsiveness, assessment and investigation, feedback, improvement-focused service and service excellence.

The compliment and complaint form template is a tool to facilitate feedback being heard clearly and effectively managed by recording key information at the time of first contact.

### United Philly Soccer Club

Our organization is committed to providing high quality soccer programs to meet the developmental needs of all participants in the club. We value your feedback – including complaints. Please let us know what we do well and where we can improve our programs.

#### Select the reason for completing this form.

<b>This is a:</b>	compliment	<input type="checkbox"/>	complaint	<input type="checkbox"/>	feedback	<input type="checkbox"/>
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### Section 1: Your details

Do you want to remain anonymous? (Select one)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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#### Personal details

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Postal address:	<input type="text"/>		
Telephone number:	<input type="text"/>		
Mobile number:	<input type="text"/>		
Email address:	<input type="text"/>		

Are you providing feedback on another person's behalf? (Select one)

no (go to Section 4)	<input type="checkbox"/>	yes	<input type="checkbox"/>
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## Section 2: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:		Last Name:	
Postal address:			
Telephone number:			
Mobile number:			
Email address:			

**Please provide details of your relationship to the person on whose behalf you are acting:**

Are you a legal representative for the person who received the service (e.g., parent or guardian of a child under 18 years?) (Select one)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **yes**, please provide details:

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Does the person know you are completing this form on their behalf? (Select one)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **no**, please provide the reason why:

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Are we able to speak with the person who received the service? (Select one)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **no**, please provide the reason why:

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## Section 3: Other person's consent for feedback made on their behalf

If you are providing this feedback on another person's behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, \_\_\_\_\_ give permission to \_\_\_\_\_ to provide or collect relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

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**Signature**

**Date**

## Section 4: Please provide details of the event(s) that the feedback concerns

Name of the event (practice, game, relationship):	
Address of where the event took place:	
Contact person's name and position in the Club:	

## Section 5: Please state your concerns

Please provide details of your main issues or concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

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## Section 6: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the Head of Coaching or another UPS leader or person for assistance with these concerns? (Select one)

yes		no	
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If **yes**, with whom and what was the outcome?

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## Section 7: What outcomes would you like as a result of providing your feedback?

## Section 8: Privacy

The United Philly Soccer Club is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

The United Philly Soccer Club will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others, such as leaders that deals with the matters identified in your feedback.

If you choose to remain anonymous, United Philly Soccer Club may be unable to deliver the full range of services you require.

If you wish to contact the designated United Philly Soccer Club individual(s) responsible for managing the personal information that you provide on this form, please call 785.342.0883.

## Section 9: Attestation

By signing below, you attest that the information you provided in this form is true and correct to the best of your knowledge.

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**Signature**

**Date**

**Thank you for taking the time to provide feedback about our programs.  
Please email this completed form to: [info@unitedphillysoccer.com](mailto:info@unitedphillysoccer.com).**