

COMPLAINT & FEEDBACK

REPORTING FORM

RETURN TO:
SLO, CELTIC FC, CELTIC PARK,
GLASGOW. G40 3RE



COMPLAINT & FEEDBACK

REPORTING FORM

DATE OF YOUR VISIT

Name:

Client code: (if applicable)

Address/contact info:

ID No. of Police/Steward if appropriate:

Service

Matchday

Other

NATURE OF REPORT:

Your feedback:

Your expectation:

Classification for
internal use only:

CELTIC F.C. LIMITED

Celtic Park Glasgow G40 3RE | Telephone 0871 226 1888* | 0141 230 1967** | Facsimile 0141 551 8106 | International Enquiries +44 871 226 1888* | celticfc.net
Celtic F.C Limited is a subsidiary of Celtic plc. Registered Office: Celtic Park, Glasgow G40 3RE. Registered Number 223604 Scotland.
Vat Reg. No. 653029352

* Calls cost up to 10p per minute, telecoms provider dependent. Mobile and other provider charges may vary | ** Customer enquiries relating to existing purchases only

Celtic Football Club has a process for how we deal with complaints and feedback on any of our services.

This is designed to ensure that we:

- Handle complaints in an open and transparent manner
- Treat supporters who make a complaint fairly, consistently and professionally

At Celtic we take the view that feedback whether it is a complaint or a general observation is an opportunity for us to review our process and where appropriate to put something right. This does not mean that we have to uphold every complaint we receive. There will be valid reasons why we reject some complaints; but where we have made a mistake, we make every effort to both rectify it and, where required, change the way we do things to prevent it from happening again.

WHO CAN MAKE A COMPLAINT?

Anyone may make a complaint about the service they have received, or if they feel they have been unfairly treated. Whether the complainant is a supporter or not, all complaints received are treated with importance and professionalism.

DID WE GET IT RIGHT?

Celtic Park attracts around 1 million fans each season and the vast majority have an enjoyable and memorable experience. We welcome feedback from everyone and would like to hear of the positive aspects of your visit.

HOW TO CONTACT US?

If you wish to make us aware of an incident or issue which resulted in your dissatisfaction or of any positive experience you enjoyed at Celtic, you can do so by writing to us at:

Supporter Liaison Officer
Celtic Football Club
Celtic Park
Glasgow G40 3RE

You can email us at contactus@celticfc.co.uk or call us on **0141 230 1967**

A complaint & feedback reporting form is available on the back page or from our club website at www.celticfc.net/fans/SLO



OUR COMMITMENT TO YOU

At Celtic Football Club we aim to treat all fans fairly. We actively encourage a culture of openness and transparency and because you are important to us, if you have any reason to complain or to contact us we want to hear from you. Your comments allow us to review our practices and processes and help us to improve on the service we offer.

We will always do our best to resolve your issues quickly and in a professional and helpful way.

TIMESCALE

If you make a complaint, the time it takes to resolve it will depend on how complex it is and the level of investigation required. We will always do our best to resolve your complaint as quickly as possible, keeping you informed of our progress.

We will:

- Acknowledge your complaint in writing or by telephone.
- Tell you who is dealing with your complaint and update you on progress.
- Fully investigate your complaint and send you a detailed reply about our findings. We will clearly explain the reasons behind our decision and what action we will take to put things right, if appropriate.
- Update you on a regular basis if your complaint is taking longer to resolve than we anticipated.
- When making a complaint we ask that you please provide as much detail as possible. We can investigate and resolve complaints much more quickly if we have detail and specifics.