

# Wolverhampton Wanderers Football Club

## Fan Complaints Procedure

This complaints procedure relates to all fan related complaints.

For complaints relating to the academy or Wolves Foundation please visit [wolves.co.uk/club/policies](https://wolves.co.uk/club/policies).

### How can I raise a formal complaint?

Formal complaints can be registered with the Club through either of the following ways:

- Email: [fanservices@wolves.co.uk](mailto:fanservices@wolves.co.uk)
- Letter: Fan Services, Wolverhampton Wanderers Football Club, Molineux Stadium, Waterloo Road, Wolverhampton, WV1 4QR

### When can I expect a resolution?

The Fan Services team aims to acknowledge all enquiries within two working days and to provide a resolution to any complaint within a maximum of 14 days. Please note that response time may be extended during busy periods. All enquiries are important to us and we are grateful for the feedback received from our supporters.

### How are complaints handled at the club?

Once a formal complaint has been received, an 'Enquiry Reference number' will be sent to confirm that the enquiry has been officially logged with the team for review. The fan services team will be the intermediary between the supporter and the relevant department to ensure the review is handled effectively and brought to a conclusion in a timely manner.

The enquiry reference number is provided to the supporter for their reference and also recorded on club systems should there be a need to re-visit the enquiry at any stage in future.

### Who can I escalate my complaint to?

We aim to provide a satisfactory conclusion to all complaints received at Fans Services and we hope there isn't a need to move on any further.

If we are unable to resolve your complaint at this stage, you may pass it over to the Independent Football Ombudsman at [theifo.co.uk](https://theifo.co.uk).

### Feedback

The club welcomes all feedback from supporters and encourage fans with any queries, issues, concerns or praise to get in touch.

