Complaints Procedure

STUDIO FOOTBALL LIMITED

COMPLAINTS PROCEDURE

Version 3 — 15 October 2026

1. Our approach

We want every customer and participant to have a positive experience with Studio Football. If something goes wrong, please tell us so we can investigate fairly and put matters right where appropriate.

We take complaints seriously. Raising a concern will not result in unfair treatment of you or a participant.

2. How to complain

You can raise an issue with us during your session or through the contact method used for your booking. For a formal complaint, please email play@studiofootball.co.uk, preferably with “Complaint” in the subject line.

You may also write to:

Studio Football Limited

5 Rochford Lofts, Pollards Close

Rochford, Essex, SS4 1GB

United Kingdom

Please provide, where available:

Your name and preferred contact details.

Your booking reference and session date.

What happened and when.

Relevant correspondence or other supporting information.

The outcome you would like us to consider.

You do not need to provide every detail before contacting us. Please avoid sending unnecessary medical information or images of other participants. If sensitive evidence is needed, we will agree an appropriate way to provide it.

If you need help making a complaint or require a different communication format, please let us know.

3. Acknowledgement and investigation

Michael Woollard, director of Studio Football Limited, will deal with your complaint personally unless it concerns him, in which case section 6 explains how to raise it with someone else.

We aim to:

Acknowledge your complaint within 3 working days of receipt.

Provide a substantive written response within 10 working days of receipt.

Working days mean Monday to Friday, excluding public holidays in England.

We may contact you for clarification and review relevant booking records, correspondence and available evidence. If we need longer, we will explain why, give a revised response date and provide an update at least every 10 working days until we respond.

These are service targets. They do not extend any applicable legal deadline.

4. Our response and possible remedies

Our response will explain what we investigated, our findings, the reasons for our decision and any action we propose.

We aim to deliver edited videos and raw footage within 14 calendar days of the session. If delivery is delayed, we will explain the reason and provide an updated estimated delivery date. Please contact us promptly if this timeframe has passed without delivery or if you identify a problem with the footage supplied. You may raise a concern before that time where appropriate. This delivery target is not a deadline for making a complaint and does not restrict your statutory rights.

Depending on the circumstances, remedies may include an explanation, apology, correction, re-edit, repeat performance, price reduction or refund. We will explain any agreed action and when it will be completed.

Booking cancellations and refunds will be considered alongside our Booking, Cancellation & Refund Policy and your statutory rights. This procedure does not introduce additional cancellation charges or restrict remedies available by law.

5. If you remain dissatisfied

Please reply to our response explaining which points remain unresolved and any further information you would like considered.

We aim to complete a review within 10 working days of receiving your request. Because Studio Football is a small business run by one person, the review will usually be carried out by the same director, who will look at the complaint afresh and explain the outcome.

If the review takes longer, we will explain the delay, give a revised response date and provide an update at least every 10 working days until we respond.

Our final written response will explain our position. Studio Football is not a member of an alternative dispute resolution (ADR) scheme and is not required to use one. If we cannot resolve your complaint, you can get free advice from the Citizens Advice consumer service (0808 223 1133 or citizensadvice.org.uk), and you may bring a claim in the county court; claims of up to £10,000 are usually dealt with on the small claims track.

You may seek independent advice at any stage. You do not have to complete this procedure before exercising your legal rights.

6. Urgent safety and safeguarding concerns

IF ANYONE IS IN IMMEDIATE DANGER OR NEEDS EMERGENCY ASSISTANCE, CALL 999. DO NOT WAIT FOR A COMPLAINT ACKNOWLEDGEMENT OR RESPONSE.

Tell the person responsible for the session immediately if there is an urgent safety concern.

Safeguarding concerns will be handled under our Safeguarding & Child Protection Policy. Any indication that a child may be at risk of harm will be treated as a safeguarding concern, even if initially raised as a service complaint. Necessary protective action or referral will not wait for the ordinary complaints timetable.

You may contact the police or relevant safeguarding authority directly, including where your concern relates to the person who would normally handle complaints, that person is unavailable or the response is inadequate. You do not have to report a concern to the person it concerns.

7. Privacy and complaint records

We will handle personal information in accordance with our Privacy Notice and share it only where necessary to investigate, respond, obtain appropriate advice or meet legal and safeguarding obligations. We cannot promise absolute confidentiality where disclosure is necessary for these purposes.

We will keep a proportionate record of the complaint, relevant evidence, decisions and actions. Complaint records have a separate purpose from customer video delivery and are not automatically subject to the 30-calendar-day customer footage active-storage period described in our Privacy Notice.

Making a complaint does not automatically extend the availability of customer-delivery footage. Please download your delivered files within the stated storage period and tell us promptly if particular footage is relevant to a complaint. Where retaining specific evidence is necessary and lawful, we will assess and document this separately, restrict access and retain it only for as long as necessary.

Complaint records are kept for six years after the complaint is closed, or longer if a claim is ongoing, with access restricted to those who need it. Safeguarding records will be handled separately under the Safeguarding & Child Protection Policy.

If your complaint concerns personal information, you can contact us at play@studiofootball.co.uk. You may also raise a concern with the Information Commissioner’s Office at ico.org.uk or on 0303 123 1113.

8. Your rights

Nothing in this procedure excludes or restricts your statutory consumer rights or any liability that cannot lawfully be excluded or restricted. Making a complaint is free.

Studio Football Limited | Company number 17443093

www.studiofootball.co.uk | play@studiofootball.co.uk