



Complaints Policy

St Mirren Football Club is committed to providing a high standard of service to you, every time you visit us. We do recognise however, that occasionally we will not live up to your expectations or our promises. If this happens we want to hear from you so that we can explore what went wrong and try to find a solution.

If you want to make a complaint you will find contact details below. Your feedback is important to us as it helps us to improve our services.

You can make a complaint by contacting us in the following ways:

Telephone: 0141- 889-2558

Email: info@stmirren.com

Postal address: St. Mirren Football Club, 75 Greenhill Road, Paisley, PA3 1RU.

You can also contact us through our Supporter Liaison Officers.

To help us investigate and resolve the problem as quickly as possible, you will need to provide the following information:

- your name and address;
- your email address;
- a daytime telephone number where we can contact you;
- a clear description of your concern or complaint, with date;
- details of what you would like us to do to put it right;

All information relating to your complaint will be kept confidential and will not be shared with any other organisation or person. Full details of our privacy policy can be found on our website.

The Club aims to respond to your complaint within 14 working days. We need to be very clear on what the problem is and to identify, with you, what we can do to put it right. The more information you can give us the better.

Customer feedback is important to us, and we review our services to make sure we are meeting our supporters' and customers' needs. When we have dealt with your complaint, we may contact you to ask for feedback on your experience of how we handled it. We will use feedback to help us ensure that we are handling complaints effectively.