

## **CUSTOMER SERVICE**

Amanda Balcomb, Club Secretary, is the principal customer services contact at Southend United Football Club and can be contacted for any enquiries or complaints as follows:

- by letter to Southend United Football Club, Roots Hall, Victoria Avenue, Southend on Sea, Essex SS2 6NQ
- by telephone on the main Club number on 01702 304050
- by e-mail to [info@southend-united.co.uk](mailto:info@southend-united.co.uk)

The Club's website address is [www.southendunited.co.uk](http://www.southendunited.co.uk) and normal office opening hours are 9 am to 5.30 pm Monday to Friday. Ticket office opening hours are Monday to Friday 9.30am to 5.00pm and 10.00am-3.00pm on Saturdays. On matchdays the ticket office will be open until kick off and for 30 minutes after the match has finished. The Club will endeavour to respond to customer complaints within 10 working days of receipt of the communication. However, if it is not possible to provide a full response to the matters raised within this timeframe as further investigation is required, the complaint will be acknowledged within the 10 working days and a response sent within 21 working days. The Club may respond by e-mail, letter, fax or telephone.

Should any supporter not be satisfied with the Club's response to their complaint, then they can take the matter further with The Independent Football Ombudsman who can be contacted at Suite 49, 57 Great George Street, Leeds, LS1 3AJ.