

## **Sussex RTC Complaints Policy**

1. Introduction Sussex RTC is committed to providing a safe, positive and supportive environment for all players, parents, and staff. We recognise that, from time to time, concerns may arise. This policy sets out how complaints will be handled fairly, transparently, and in line with safeguarding best practice.

2. Scope This policy applies to:- Players and parents/guardians registered with Sussex RTC.- Coaches, volunteers, and staff within Sussex RTC.- All activities organised under the Sussex RTC programme.

3. Principles- Complaints will be taken seriously and dealt with in a timely manner.- All parties will be treated with respect.- Safeguarding and player wellbeing will always be prioritised.- Where appropriate, issues will be resolved informally in the first instance.- Confidentiality will be respected, in line with GDPR and safeguarding guidance.

### **4. Stages of the Complaints Process**

Stage 1: Informal Resolution- Concerns should first be raised directly with the relevant coach or staff member at the earliest opportunity.- Where appropriate, the matter may be resolved informally through discussion.

Stage 2: Formal Complaint to RTC Management- If the issue is not resolved informally, a formal complaint should be submitted in writing to the RTC Director of Football or Programme Lead.- Complaints should include details of the concern, relevant dates, and desired outcome.- A written acknowledgement will be provided within 7 days.

Stage 3: Review by RTC Welfare Officer- If the complainant is not satisfied, the matter will be referred to the RTC Welfare Officer, who will review the concern in line with FA safeguarding guidance.

Stage 4: Referral to County FA- If the issue remains unresolved, complaints can be escalated to the Sussex County FA Safeguarding Team, who oversee all welfare matters relating to RTC programmes. 5. Timescales- Informal concerns: as soon as possible after the incident.- Formal complaints: acknowledgement within 7 days, response within 21 days.- Where further investigation is required, the complainant will be updated on progress.

Contacts- Director of Football: ALEX WILLIS [info@sussexrtc.com](mailto:info@sussexrtc.com)

RTC Welfare Officer: Alex Willis & Jo Harding [contact@sussexrtc.com](mailto:contact@sussexrtc.com)

(enter subject "safeguarding")

Sussex County FA Safeguarding Team: [safeguarding@sussexfa.com](mailto:safeguarding@sussexfa.com)

Monitoring and Review All complaints will be logged and reviewed regularly by RTC management to ensure lessons are learned and improvements made. his policy will be reviewed annually in line with FA guidance.