



## Sussex County FA Complaints Procedure

The Sussex County FA wishes to ensure that any complaints received are solved quickly, simply and fairly. We hope our customers make their views known when things go wrong or when they are unhappy about any service received. It is important for us to seek to resolve these problems in a satisfactory manner.

### Established Policies and Procedures

In all circumstances, individuals are positively encouraged to raise their concerns with an appropriate member(s) of staff as described within these procedures:

#### Stage 1

Please raise your complaint to the member of staff dealing with your issue immediately, as it is important that this person is given the opportunity to resolve the complaint(s). However, if you are unwilling or unable to approach this member of staff, please raise your issue to the Complaints Department. The object of this first stage is to resolve problems quickly and simply with the minimum of formality.

#### Stage 2

If the matter cannot be resolved satisfactorily by the member of staff, please write to Complaints, Sussex County FA, Culver Road, Lancing, West Sussex BN15 9AX within 28 days of the issue explaining your concern(s) and the reasons for the continued dissatisfaction.

#### Stage 3

If you are not totally satisfied that your complaint has been dealt with satisfactorily, please write to: Chief Executive Officer (CEO), Sussex County FA, Culver Road, Lancing, West Sussex BN15 9AX within 14 days of the issue explaining your concern(s) and the reasons for the continued dissatisfaction.

The Sussex County FA will endeavour to respond to each written letter of complaint within ten working days. However there will be occasions when it will take longer than ten days for the office to determine a resolution to the issue(s) raised. In the event that this happens, the Sussex County FA office will keep those raising the complaint informed of progress and next step at each stage of the process.

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