Haywards Heath Town Youth Football Club
Complaints Procedure

This policy is based on guidance and best practice from the FA. Haywards Heath Town Youth Football Club (HHTYFC) wants to ensure that any complaints received are resolved quickly, simply and fairly. We want individuals to be able to make their experiences known when things go wrong or when they are unhappy. It is important to the Club that we seek to resolve any problems in a caring and satisfactory way.

In all circumstances individuals are encouraged to raise their concerns with the most appropriate official described on the Staff and Volunteers list.

The standard procedural approach will be:

- **Stage 1**
  Please raise your complaint with the member of staff dealing with your issue immediately, as it is important that this person is given the opportunity to resolve the complaint. However, if you are unwilling or unable to approach this person, please raise your issue with the next appropriate member of the main staff team. 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 put your complaint in writing to the Club Director, within 28 days of the issue, explaining your concerns and the reasons for your continued dissatisfaction. They will investigate and reply to you within 10 days.

- **Stage 3**
  If you are still unsatisfied with the response you can write to the Sussex County FA CEO (Sussex County FA, Culver Road, Lancing, West Sussex, BN15 9AX), within 14 days of the issue, explaining your concerns and reasons for your continued dissatisfaction. They endeavour to reply within 10 working days, but there will be occasions when it takes longer. In this event they will keep you informed of your complaint's progress.