

## Leeds United Foundation

### Safeguarding Complaint Policy

#### **If you have a complaint**

At the Leeds United Foundation, we aim to do things well. One of the ways in which we can achieve this is by listening and responding to the views of young people and parents who attend our activities. If you are not happy with anything that happens and it concerns the Leeds United Foundation, please let us know straight away.

#### **How to make a complaint**

Initially, as a first point of contact, you may wish to talk with your **Activity Leader**. All members of our team are regularly briefed on issues such as Safeguarding and most have valuable experience of dealing with participants.

However, if a solution is not evident within a week....AND/OR you wish the matter to be dealt with at a higher level, please contact [FoundationEnquiries@leedsunited.com](mailto:FoundationEnquiries@leedsunited.com)

Try to be clear about the problem and be as calm as you can about it. If you are not happy with the explanation you receive or feel you cannot talk about it, make your complaint in writing to:

The Leeds United Foundation  
Leeds United  
Elland Road  
Leeds LS11 0ES

#### **What will we do?**

We will deal with your complaint as quickly as we can. We will acknowledge the complaint and aim to send a full reply within two weeks of receiving your letter. If we are unable to do so, for example because we are carrying out an investigation, we will tell you when you can expect a full reply. If we have done something wrong or made a mistake we will apologise. We will tell you what went wrong and how we are putting it right.

#### **If you want to take the matter further or appeal a decision**

The Football League Trust monitors the work of The Leeds United Foundation. If you are not satisfied with our response to your complaint, or feel that you cannot mention it to us, you can tell them. They will look into the matter and reply to you.

You can write to:

**EFL Trust**  
EFL House  
10-12 West Cliff  
PR1 8HU  
[info@efltrust.com](mailto:info@efltrust.com)