

# The Active Sussex Complaints Procedure

## STAGE 1

**Stage 1:  
Complaint made to member of Staff or  
respective Line Manager**

Problem Solving: Resolve through discussion with the Staff Member or Line Manager

If dissatisfied, proceed to **Stage 2: Formal Investigation**

## STAGE 2

Complaint made in writing to the Active Sussex Chief Executive

Within 10 working days you will receive our response or be advised who will respond and when

If still dissatisfied, proceed to **Stage 3: Independent Review Panel**

## STAGE 3

Submit a completed form to the Trust Board Chair within 10 working days of confirmation of decision made in Stage 2

Within 10 working days, you are invited to attend a meeting with the Independent Review Panel

Within ten working days, you'll receive written confirmation of the decision made

**This is the final level of appeal**