

# Reporting a Concern

LOKR Sports Ltd

Last updated: 28 April 2026

## 1. Purpose

This policy explains how to report a concern about the LOKR Sports platform - including a safeguarding concern, inappropriate content, misuse of the Platform, or a breach of our Community Code of Conduct.

Reports are taken seriously. We will treat your report confidentially and act on it without delay.

## 2. When to Use This Policy

Use this policy if:

- You're worried about the welfare of a child, young person or adult at risk using the Platform.
- You've seen content on the Platform that's inappropriate, harmful, or shouldn't be there.
- Someone is using the Platform in a way that breaches our Community Code of Conduct.
- You've experienced bullying, harassment or discrimination through the Platform.
- You believe an account has been compromised or accessed without authorisation.

## 3. Where to Report a Safeguarding Concern

If you have a safeguarding concern - anything affecting the welfare of a child, young person or adult at risk - please report it as follows:

- Tell the Designated Safeguarding Lead at the relevant Organisation immediately.
- Email LOKR Sports at [safeguarding@lokrsports.com](mailto:safeguarding@lokrsports.com) so we can support and follow up.
- If there is an immediate risk of harm, contact your local emergency services and/or statutory safeguarding authorities directly. In the United Kingdom, dial 999 in an emergency, or call the NSPCC Helpline on 0808 800 5000.

Please don't wait. If you're not sure whether something counts as a safeguarding concern, report it anyway - we'd rather hear from you and look into it.

## 4. Where to Report Other Concerns

For non-safeguarding concerns - such as inappropriate content, breaches of the Code of Conduct, or technical misuse - email us at [support@lokrsports.com](mailto:support@lokrsports.com).

Please include, where you can:

- What the concern is.
- Where on the Platform it occurred.
- When it happened.
- Any user names, account details or screenshots that can help us look into it.

## 5. What Happens Next

When we receive a report, we will:

- Acknowledge the report within two working days.

- Take immediate action where there is a risk of harm - including removing content or suspending an account if needed.
- Cooperate with the relevant Organisation, governing body or statutory authority where appropriate.
- Keep you informed of progress where we can, while protecting the privacy of others involved.

## **6. Confidentiality**

We treat all reports confidentially. We will only share information about the report with people who need to know in order to act on it - for example, the relevant Organisation, statutory authorities, or our own staff working on the response.

If we need your consent to share specific information, we will ask you first - except where the law requires us to act, or where there is a serious risk of harm.

## **7. Anonymous Reports**

You can report a concern anonymously. We will still take it seriously, although we may have less ability to investigate fully or follow up with you. Where we can, please share contact details so we can clarify and update you.

## **8. No Retaliation**

We will not tolerate any retaliation against someone who has reported a concern in good faith. Any retaliation will itself be treated as a breach of our Community Code of Conduct.

## **9. International Use**

LOKR Sports is operated from the United Kingdom and reflects UK reporting standards as its baseline.

Where the Platform is used in other jurisdictions - including India, South Africa, Australia and others - Organisations and users should follow the safeguarding and reporting obligations that apply locally, alongside the steps in this policy.

## **10. Contact**

Safeguarding: [safeguarding@lokrsports.com](mailto:safeguarding@lokrsports.com)

All other concerns: [support@lokrsports.com](mailto:support@lokrsports.com)

Post: LOKR Sports Ltd, 10 Stadium Business Court, Millennium Way, Pride Park, Derby, DE24 8HP.