

Moderation & Reporting Policy.

Organisation	Run Love Sprint Ltd (Company No. 17113721), operating the Run Love Sprint app and runlovesprint.com
Version	1.0
Effective date	22/07/2026
Next review	By 22/07/2027, or sooner if our services change materially
Owner	Sam Carey, Founder and Designated Safeguarding Lead · hello@runlovesprint.com

01 Purpose

This policy explains what behaviour is not acceptable on Run Love Sprint, how anyone can report it, how quickly we respond, what actions we take, and how decisions can be challenged. It applies to all content and conduct on the RLS app and website. It sits alongside our Terms of Service, our Community Code of Conduct and our Safeguarding Adults Policy.

RLS is moderated by a small team, led personally by the founder. We would rather make honest commitments we can keep than impressive ones we cannot. The response times below are commitments, not aspirations.

02 What is not acceptable

- › Harassment, bullying, intimidation or threats, on the platform or at runs arranged through it.
- › Hate speech or discrimination on any grounds.
- › Sexual harassment, unwanted sexual content, or pressuring another user in any form.
- › Impersonation, fake profiles, or misrepresenting yourself, including your identity in photos.
- › Spam, scams, phishing, or commercial solicitation outside the features built for it.
- › Sharing another person's private information without their consent.
- › Content that promotes or glorifies self-harm, or that targets a vulnerable user.
- › Any illegal activity.

03 How to report

- › **In-app:** every profile and every conversation carries a report option. Reports can include a written description of what happened.

- › **Blocking:** any user can block another instantly, without needing to file a report. Blocking removes the person from your Discover feed permanently and prevents contact.
- › **By email:** reports, including from people without an RLS account, can be sent to hello@runlovesprint.com.

04 How we review reports

Every report is reviewed by a named person, not an automated system. The reviewer examines the reported profile, content or conversation. Our Terms of Service give us the right to review the content of reported private messages where a formal report of harassment or another violation has been made; we exercise that right only in response to a report, only to the extent needed to assess it, and we record when we have done so. We do not read private messages otherwise.

05 Response times

Category	Examples	Our commitment
Standard	Spam, fake or misleading profiles, inappropriate profile content	Reviewed and actioned within 48 hours of the report
Safety	Harassment, bullying, threats, sexual harassment, discrimination, safeguarding concerns	Reviewed and actioned within 24 hours; the reported user may be suspended while we review
Imminent risk	Credible threats of violence, stalking, content suggesting immediate risk to life	Acted on as soon as seen and prioritised above all other work; escalated to emergency services where there is immediate risk to life; records preserved for the police

These timescales run from the moment a report is submitted. We are a small team; where we ever fail to meet a commitment we will say so to the person who reported, not pretend otherwise.

06 Actions we take

Depending on severity and history, the actions available to us are: removal of the offending content; a recorded warning; temporary suspension of the account; permanent removal from the platform; and, for criminal matters, preservation of records and referral to the police. Harassment, threats, sexual misconduct and targeting of vulnerable users are treated as removal-level offences on a first occurrence. We do not operate a three-strikes system for serious harm.

The person who reported is told the outcome at the level we can share: that action was taken, or that it was not and why in general terms. We do not share the detail of action taken against another user's account.

07 Escalation to law enforcement

Where reported conduct appears to be criminal, including stalking, credible threats of violence and sexual offences, we preserve the relevant logs and content, report the matter to the police where appropriate, and cooperate fully with any police request made through proper channels. Our Safeguarding Adults Policy sets out when we escalate concerns about adults at risk to local authority safeguarding teams.

08 Appeals

A user whose content is removed or whose account is suspended or removed can appeal by email to hello@runlovesprint.com within 28 days. Appeals are reviewed with fresh eyes against this policy and the Terms of Service, and the outcome is confirmed in writing. Appeals do not apply where an account was removed following referral to the police.

09 Records

We keep a moderation log recording each report, the review carried out, the action taken and the reasons. Logs are held securely, retained for as long as needed for safety and legal purposes, and shared externally only with law enforcement or as required by law.