Complaints Policy

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1. Introduction

The Wendover Youth Centre recognises that any person using the centre has the right to raise grievances about any matter related to their experience at the centre (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by the Wendover Youth Centre).

It is hoped that most issues can be resolved through regular communications. However, where this is not possible, this complaints and grievance procedure is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner

2. Procedure

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1. If a young person, parent or member of the public has a complaint against a member of staff, a volunteer or the organisation in general they should first discuss this with the Wendover Youth Centre Lead Youth Worker Peter Swinford (peter@wendoveryouth.co.uk). A note of the meeting, the date it had taken place on and any action agreed should be written, signed by all parties, kept in a secure place and a copy given to the complainant.

2. If the matter is not resolved at this initial meeting the complaint should be raised in writing to the Chair of the Board of trustees. The Chair and Board will address the issue as swiftly as possible and a resolution or update will be provided within fourteen days. The complaint will be treated in a confidential manner. Note that this process may require a special meeting of the Trustees.

3. If the Lead Youth Worker is the person whom the complaint is against then the matter should be referred to the Board of Trustees via Chris Heald (healdchris13@gmail.com)

4. If the grievance or complaint remains unresolved after 14 days the complainant has the right to request that the issue is referred to a mutually agreed Third Party (Buckinghamshire County Council, an independent mediator, Charity's commission etc.) for resolution.

3. Contact Information:

Government advice on complaint support regarding charities:

https://www.gov.uk/government/publications/complaints-about-charities