



# Complaints policy

Document Owner	The Board of Trustees
Date of creation	July 2020
Date last modified	June 2025
Related policies/documents	Code of conduct & Disciplinary & Grievance policy
Date of next review	June 2026

# INDEX

1. Introduction	Page 3
2. Complaints Procedure	Page 3
3. Contact Information	Page 4

## **1. Introduction**

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 way they are being treated by 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. Accessibility**

---

If any aspect of this policy or procedure causes you difficulty on account of any disability that you may have, or if you need assistance because English is not your first language, you should raise this with Admin ([admin@wendoveryouth.co.uk](mailto:admin@wendoveryouth.co.uk)) who will make appropriate arrangements.

## **3. Procedure**

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 Centre Manager. 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 Safeguarding Escalation Person – Keith Lavine. They and the Board will address the issue as swiftly as possible, and a resolution or update will be provided within 14 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 Centre Manager is the person whom the complaint is against then the matter should be referred to the Board of Trustees.
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>

Centre Manager:

[Shanie@wendoveryouth.co.uk](mailto:Shanie@wendoveryouth.co.uk)

Safeguarding Officer

[Keith@wendoveryouth.co.uk](mailto:Keith@wendoveryouth.co.uk)

Wendover Youth Centre Admin:

[admin@wendoveryouth.co.uk](mailto:admin@wendoveryouth.co.uk)