

Complaints Policy



1. Introduction

At Rye Youth Club, we are committed to providing a safe, enjoyable, and inclusive environment for all young people. We value feedback from our members, parents, and guardians and aim to resolve any concerns or complaints promptly, fairly, and effectively.

This Complaints Policy outlines the procedures for making a complaint and how complaints will be addressed. It applies to all members, staff, volunteers, and parents/guardians of Rye Youth Zone. This policy is designed to ensure that all complaints are handled with professionalism and care, in line with current regulations and good practice.

2. Aims of the Policy

The aims of this Complaints Policy are to:

- Ensure that all complaints are treated seriously, fairly, and confidentially.
- Provide a clear procedure for addressing complaints.
- Resolve complaints at the earliest opportunity to avoid escalation.
- Ensure that any necessary improvements are made to the services we provide based on feedback.

3. Who Can Make a Complaint?

Complaints can be made by:

- Rye Youth Zone members (with the support of a parent/guardian if necessary).
- Parents/guardians of Rye Youth Zone members.
- Staff or volunteers of Rye Youth Zone.

4. How to Make a Complaint

We encourage all individuals to raise concerns or complaints as soon as possible. The following steps should be followed:

Step 1: Informal Resolution (Initial Complaint)

If you have a concern or issue, please speak to a staff member or volunteer informally to discuss the matter. We will aim to resolve the issue immediately if possible. If the complaint is regarding the staff member, please speak to one of the Directors of Rye Youth Zone.

Step 2: Formal Complaint

If the issue is not resolved informally or is of a more serious nature, a formal written complaint should be submitted to one of the Directors of Rye Youth Zone. The complaint should include the following details:

- Name and contact details of the complainant.
- A clear description of the complaint.
- Any actions taken to resolve the issue (e.g., discussions with staff).

- A desired outcome or resolution.

Complaints should be made in writing or via email to:

Directors of Rye Youth Zone CIC

Email: info@theyyz.com

Address: Rye and District Youth Club, Mermaid Street, Rye, TN31 7ET

5. How Complaints Will Be Handled

Acknowledgement:

Upon receiving the formal complaint, we will acknowledge receipt within 5 working days. We will inform you about the next steps in the process.

Investigation:

The Directors will investigate the complaint thoroughly. This may include interviewing relevant individuals, reviewing documents, and gathering other necessary information. The investigation will be carried out within a reasonable time frame.

Outcome:

Once the investigation is complete, the complainant will be informed of the outcome and any actions taken. If the complaint is upheld, we will take appropriate action to resolve the issue and prevent it from recurring.

6. Escalation Process

If the complainant is not satisfied with the outcome of the internal complaints process, they may escalate the complaint to an external body. In such cases, the complainant may contact **The National Youth Agency (NYA)** or relevant governing body.

7. Confidentiality

We take confidentiality seriously. All complaints will be handled in confidence, and personal details will not be disclosed to others without the complainant's consent, except where there is a legal requirement or a safeguarding issue.

8. Safeguarding and Protection

If a complaint relates to a safeguarding concern, we will follow our Child Protection and Safeguarding Policy and Procedures immediately. All staff and volunteers are required to report safeguarding concerns to the designated safeguarding lead (DSL).

9. Conclusion

We take all complaints seriously and are committed to addressing them fairly and in a timely manner. Our goal is to ensure a positive experience for all young people involved in our club. If you have any questions about this policy or need assistance in making a complaint, please do not hesitate to contact us.

10. Monitoring and Review

We will regularly review this Complaints Policy to ensure that it remains effective and up to date. Feedback from complaints will be used to improve the Rye Youth Zone's practices and services.

Approved by Sophie Thorpe and Caroline Drummond (RYZ Directors)

Date 8th of January 2025

Last review: 8th of January 2025

Next review: 8th of January 2026

Approved by Sophie Thorpe and Mike Boyd (RYZ Directors)

Date 8th of January 2026

Last review: 8th of January 2026

Next review: 8th of January 2027

Contacts details

Rye Youth Zone CIC

Directors: Sophie Thorpe, Jenny Sinclair, Mike Boyd

Email: info@theyyz.com

RYZ mobile: 07565 326363

Designated Safeguarding Lead (DSL)

Name: Niki Stuart

Email address: nikiandandy@hotmail.co.uk

Telephone number: 07837 952325