



GRIEVANCE/COMPLAINTS PROCEDURES

The project operates an open policy under which any young person, parent/guardian or worker who has a grievance or complaint against any other user of the project is encouraged to make their feelings known to the project in a timely way so the problem can be discussed and resolved quickly.

Stage 1. Verbally with the worker/official or volunteer

The young person or young person's parent should discuss with the relevant worker or project volunteer that they have a complaint against. This should be done face to face, as soon after the incident as possible. It is useful to have a neutral 3rd party present at the discussion. Both parties should try to remain open, civil, and respectful, with the aim of resolution and improving things for the future.

Stage 2. In writing to the Project Manager

If it is a serious complaint against a worker or volunteer and it is not appropriate or possible to resolve it directly with the relevant person, the young person or young person's parent should write to the Project Manager within 15 working days detailing the grievance.

If the complaint is against the Project manager, or the grievance relates to the welfare of children, the young person or young person's parent should write to the Child Protection Officer.

The Project Manager (or Child Protection Officer) will arrange a meeting with the relevant parties within 10 working days to discuss the grievance and agree the course of action to address it.

The Project Manager (or Child Protection Officer) will write to the young person/ young person's parent within 10 working days of the meeting detailing the course of action to be taken, and the reasons for them.

Stage 3. Written appeal to the Executive Committee

If the young person is dissatisfied with the outcome, they can appeal in writing to the Executive Committee. The young person should state why they are dissatisfied and consider the decision inappropriate.

The Executive Committee will hear the submission of both parties

The decision made in stage two will then be reviewed

The outcome must be determined within twenty-eight days of the statements being exchanged.