



Complaints & Grievance Policy



updated June 2019

Kennington Youth Club recognises that staff, committee, trustees, helpers, young leaders, and young people have the right to raise grievances about any matter related to their volunteering (this could be in relation to any of the aforementioned persons, or the manner in which they are being treated by the youth club. In addition, any other person is entitled to make a complaint about the organisation.

It is hoped that most issues can be resolved through regular communications, such as support and supervision sessions for regular helpers and team briefings, and Kennington Youth Club open evenings. 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.

PROCEDURE

1. If any of the aforementioned has a complaint against youth club personnel or the organisation in general they should first discuss this with the Youth Leader. A record of the meeting and any action agreed will be made, signed by all parties, and kept in a secure place. The complainant will receive a copy.
2. If the Youth Leader is the person whom the complaint is against then the matter must be referred to the Management Committee Chair.
3. If the Management Committee Chair is the person whom the complaint is against, the matter must be referred to one of the Trustees, who may seek advice from Oxfordshire Youth.
4. If the matter is not resolved at any initial meeting the complaint should be made in writing to the Management Committee. This will require a special meeting of the Committee.

All complaints will be investigated within fourteen days and treated in a confidential manner in line with Kennington Youth Club's General Data Protection and Regulation (GDPR) Policy.

5. If the grievance or complaint remains unresolved the complainant has the right to request that the issue is referred to a mutually agreed Third Party (e.g. Oxfordshire Youth or the local Council for Voluntary Services).

Signed on behalf of the Management Committee:

Name..... Chairperson

Signature.....

Date.....

Name..... Youth Leader

Signature.....

Date.....

(This policy will be reviewed annually)



Complaints & Grievance Policy

updated June 2019



Document version history		Author: Roy Peach, Youth Leader	
Version	Date	Amendments	By whom
3	03/05/2019	Use of 'staff' amended to appropriate phrase where necessary to encompass all adults. Change to expand support through supervisions to include team briefings. Some sentence structure amended. Due to the absence of a Deputy Chair and the organisation's new status as a charity, referrals for complaints against Chair amended from 'Oxfordshire Youth' to 'Trustees'.	Roy Peach, Youth Leader