



**YOUTH
ACTIVE**
INSPIRING YOUNG PEOPLE

Complaints Procedure

This policy will be reviewed every two years, or sooner where changes in government legislation or statutory guidance require it.

Reviewed date: 18th August 2026

1. Complaints Procedure

In the event of any person who is not a member of the staff team wishing to make a complaint, the following procedure applies. There is a three-stage tiered procedure for complaints:

Stage 1	The complaint is raised verbally with a senior member of the staff team, who will make every effort to resolve it at this stage. The complaint will be documented and signed by both the person making the complaint and the staff member to whom it was disclosed.
Stage 2	Where a complaint is not resolved at Stage 1, it should be put in writing to the senior management team at info@youthactivecic.org.uk . Every effort will be made to resolve the complaint at this stage.
Stage 3	Where a complaint remains unresolved, it should be submitted in writing to the Management Committee. A meeting will be arranged between the person who raised the complaint and the Management Committee to address and, wherever possible, resolve the matter.

2. Complaints from Staff and Volunteers

Youth Active also provides a clear route for members of staff and volunteers to raise concerns or complaints relating to their employment or role within the Club.

Stage 1	In the first instance, the complaint should be raised verbally or in writing with the relevant Team Leader, as the person best placed to understand and resolve day-to-day issues. The Team Leader will seek to address the complaint and resolve any mistakes or misunderstandings. Where a sessional worker or volunteer wishes to raise a complaint about another sessional worker or volunteer, this should also be brought to the Team Leader, verbally or in writing.
Stage 2	Where the complaint cannot be resolved at Team Leader level, or where the outcome of Stage 1 is unsatisfactory, the complaint should be submitted in writing to the operational manager, Bader Mohamed, who will arrange for the matter to be investigated. Where a sessional worker or volunteer wishes to raise a complaint about a member of the management team, this should be submitted in writing directly to the Management Committee or Senior Manager.
Stage 3	Where the complainant is a member of the management team, the complaint should be made in writing to the operational manager, Bader Mohamed. Where the complaint concerns, or is about, operational manager, it should instead be submitted in writing to the Management Committee.

At every stage of this procedure, every reasonable effort will be made to resolve the complaint promptly and fairly.

3. Information to Include with a Complaint

Providing the following information in writing helps Youth Active to investigate and resolve a complaint as quickly as possible:

- Your name and address.
- The exact nature of your complaint.
- The date on which the incident occurred.
- The name of the person concerned and, where relevant, the person you were dealing with.
- A daytime telephone number, if you are happy for us to contact you by phone — this can often help resolve matters more quickly.
- Any relevant documentation or correspondence you may have.

4. Record Keeping

Every complaint, at every stage, must be documented and retained in the complaints log, regardless of the outcome.

Maintaining a complete record of complaints allows Youth Active to identify patterns, monitor how effectively concerns are being resolved, and demonstrate accountability to families, staff and regulatory bodies.

5. Monitoring and Review

This policy will be reviewed every two years, or sooner where changes in government legislation or statutory guidance require it. It should be read alongside Youth Active's Behavioural Policy and Safeguarding Policy.