



The Escape Youth Club – Policy Document

Complaints and Grievance Guidance

Guidance

The Escape Youth Club recognises that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by The Escape 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 volunteers and The Escape Youth Club open evenings. 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.

Procedure

1. If a volunteer, 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 Escape Youth Club Chairperson (Karen Taylor). A note of the meeting 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 Chairperson is the person whom the complaint is against then the matter should be referred to another senior person from the Trustee Committee
3. If the matter is not resolved at this initial meeting the complaint should be made in writing to the Trustee Committee. This will require a special meeting of the Committee. It will be dealt with within fourteen days and treated in a confidential manner
4. 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. Youth Scotland or local Council for Voluntary Services).

Our guidance document will be monitored and reviewed annually to ensure that equality and diversity is continually promoted in the environment.