

SWAY Users Comments, Complaints and Compliments Policy & Procedure

1. Purpose

SWAY believes that children/young people and their parents are entitled to expect respect, courtesy and prompt, careful attention to their needs and wishes. We always welcome constructive suggestions on how we may improve our services. Comments about our present service will also be taken on board as well as any compliments about our work. If parents, children/young people or staff, have any concerns about the running of our project we will do our utmost to resolve these issues quickly and by an informal approach. If this does not resolve the situation then set procedures can be followed. Any comments or compliments will be treated and dealt with as deemed appropriate.

2. Persons affected

Service Users of SWAY

3. Procedure

Stage 1

- Parents/carers or young people who have a concern, comment or compliment may talk through these matters with the relevant Manager. Anyone taking this informal step has the right to be listened to and if they have a problem to have it dealt with confidentially, appropriately and with respect.
- If it is a matter of concern that reoccurs or is not satisfactorily resolved the complainant may move on to stage 2.

Stage 2

- Parents/carers or young people may put their concerns in writing to the relevant Manager and/or their line manager.
- The relevant Manager and/or their line manager must acknowledge the receipt of the letter/email within 5 working days.
- Most concerns should be resolved informally at either stage 1 or stage 2.

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- However, if the concern is not satisfactorily resolved the complainant may move on to stage 3.

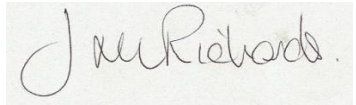
Stage 3

- Parents or young people may request a meeting with the relevant Manager and/or their line manager and a Trustee. Both the complainant and the youth workers involved may have their own representative present during this meeting.
- A written record of the meeting will be kept and all persons present will sign to say that it is an accurate record of the discussion held.
- All parties will receive a copy of this record.

A record of concerns will be kept including the date, the circumstance of the concern or complaint and how it was resolved. This will be available on request.

The Chair of SWAY Board of Trustees will ensure that the policy is reviewed annually or as required by legislation. Any policy that is changed will be brought before the SWAY Board for acceptance. All projects, groups and activities operating under SWAY will then have the updated policy shared with their management groups to ensure they comply with current legislation and impact assessed against the equality categories.

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Date approved	July 2025
Date reviewed	<i>July 2025</i>
Signed	
Minuted	July 2025
Date of next review	July 2026

Proforma - record of concern

Date	Circumstances of concern or complaint.	How it was resolved.	Signed by