



## C.3.a PUBLIC COMPLAINTS POLICY

### PURPOSE

South Wight Area Youth (SWAY) is committed to providing a safe, supportive and respectful environment for children, young people, families, volunteers and staff.

We welcome feedback and take complaints seriously; complaints are an opportunity to listen, learn and improve.

### OUR COMMITMENT

We will:

- Treat all complaints seriously and respectfully
- Handle concerns fairly and without discrimination
- Respond promptly and proportionately
- Maintain confidentiality where possible
- Ensure safeguarding concerns are acted upon immediately

**Raising a complaint will not affect your child's access to our services.**

### HOW TO RAISE A CONCERN

#### Step 1 – Informal Resolution

In the first instance, please speak to:

- The relevant youth worker or staff member, or
- The SWAY Manager

Many concerns can be resolved quickly through discussion and clarification.

#### Step 2 – Formal Complaint

If the issue is not resolved, you may submit a formal complaint in writing.

Please include:

- A clear description of your concern
- Relevant dates or details
- What outcome you are seeking

Formal complaints can be sent to:

#### The Manager

**Name:** Steph Flux

**Email:** [manager@southwightyouth.org](mailto:manager@southwightyouth.org) **Phone:** 07443 672587

If your complaint concerns the Manager, please write to:

#### The Chair of Trustees

**Name:** Peter Johnson **Email:** [petej@southwightyouth.org](mailto:petej@southwightyouth.org)

We will:

- Acknowledge your complaint within 5 working days
- Investigate the matter appropriately
- Provide a written response within a reasonable timeframe

#### Step 3 – Review by Trustees

If you remain dissatisfied, you may request that the complaint is reviewed by the Board of Trustees.

The Board's decision will be final within the organisation.

### SAFEGUARDING CONCERNS

If your concern relates to the safety or welfare of a child, young person or adult at risk, please report immediately.

Safeguarding concerns will always be handled in line with our Safeguarding Policy and statutory guidance.

### CONFIDENTIALITY

We will handle complaints sensitively and share information only on a need-to-know basis, in accordance with data protection law.

### CONTACT DETAILS

South Wight Area Youth, The Hub, Spanners Close, Chale Green, IOW, PO38 2HY 01983 655181

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