Lydney Hub/ Lydney Youth Hub 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 meetings.

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 Chair of trustees.
3. If the chair of trustees is the person whom the complaint is against, the matter must be referred to another of the Trustees.
4. If the matter is not resolved at any initial meeting the complaint should be made in writing to the board of trustees. 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 Lydney Hub/ Lydney Youth Hub’s General Data Protection and Regulation (GDPR) Policy.

1. 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., the local Council for Voluntary Services).

**Signed by the board of trustees:**

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| --- | --- | --- |
|  | **Name** | **Signature** |
| **Trustee 1** |  |  |
| **Trustee 2** |  |  |
| **Trustee 3** |  |  |
| **Trustee 4** |  |  |
| **Trustee 5** |  |  |
| **Trustee 6** |  |  |
| **Trustee 7** |  |  |
| **Trustee 8** |  |  |
| **Trustee 9** |  |  |
| **Trustee 10** |  |  |

Next Review date: June 2023

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| **Document Version History** | | **Author:** Emily Timmins, Chair & Youth lead | |
| **Version** | **Date** | **Amendments** | **By Whom** |
|  |  |  |  |