



Cuddington & Sandiway Youth Club Complaints Policy

The purpose of the complaints policy is:

- To improve the quality of the services Cuddington & Sandiway Youth Club provides
- To improve our relations with our service users
- To encourage best practice by the Cuddington & Sandiway Youth Club team

Cuddington & Sandiway Youth Club seeks to provide a consistent, positive and fair process for handling all formal complaints whether or not they are justified.

Cuddington & Sandiway Youth Club undertakes to deal with all complaints promptly and in a structured manner. Cuddington & Sandiway Youth Club also undertakes to ensure that, if a complaint is upheld, its outcome will form the basis of a process to improve the service provided, and that this process will be monitored and evaluated.

Standards and procedures for dealing with complaints

1. All formal complaints about general Youth Club matters should be directed to the Lead Youth Worker, Alison Wright, via alisonwrightpersonal@gmail.com. All formal complaints about the Study Space provision should be directed to the Project Lead, SarahJane Ford, via sjford@outlook.com. They will be acknowledged within three working days with details of what will be done, who is dealing with the complaint and how long before a formal response can be given if longer than ten working days,
2. A full written response, including proposed remedial actions if required, will be given within 10 working days,
3. Any progress on investigating the complaint to be communicated to the complainant immediately,
4. All complaints to be dealt with impartially, courteously and efficiently,

5. Stage 1 (Resolution): In the first instance, all complaints will be investigated and dealt with by the Lead Youth Worker (or Project Lead for Study Space-related complaints).
6. Stage 2 (Escalation and Appeal): If a complaint is about the work or conduct of the Lead Youth Worker (or Study Space Project Lead), or if the complainant is dissatisfied with the Stage 1 response, the concern will be referred to the Chair of C&S Youth Club (or their designated deputy). The Chair will review the matter impartially and provide a final response within the spirit of the standards and timelines laid out above.
7. Safeguarding Exception: Any complaint involving child protection or safeguarding concerns must immediately bypass this policy and be handled under the C&S Youth Club Safeguarding Policy. The Designated Safeguarding Lead (SarahJane Ford) can be contacted via sjford@outlook.com.
8. All formal complaints, including any actions arising, are to be reported to the C&S Youth Club Chair.

Policy Control and Approval Record

This policy was formally reviewed, approved, and adopted by the Management Committee of Cuddington & Sandiway Youth Club.

- Date of Committee Approval: 08/09/2026
- Next Mandatory Review Date: September 2028