**Complaints & Grievance Policy**

**Policy statement**

XXXX strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone using the services it provides.

In order to ensure our services remain at a high and improving standard we have a procedure through which you can lets us know if for any reason you are not satisfied with your dealings with us. Should complaints arise it is XXXX policy to deal with these complaints quickly and efficiently.

XXXX recognises that staff, volunteers, trustees, helpers, young leaders, parents, children and young people have the right to raise grievances about any matter related to the manner in which they are being treated by XXXX.

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 briefings.

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 XXXX staff or volunteers or the organisation in general they should first discuss this with the XXXX. 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 XXXX 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 one of the other Trustees, who may seek advice from external parties to assist in the matter.

4. If the matter is not resolved at any initial meeting the complaint should be made in writing to the Trustees.

All complaints will be investigated within fourteen days and treated in a confidential manner.

5. 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.