

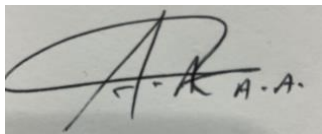


www.earlscourtyouthclub.co.uk


COMPLAINTS

at Earls Court Youth Club

(ECYC)



Abdi Aden, Centre Manager
Date 31 October 2024



Daisy Gili, Chair of Trustees
Date 31 October 2024



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ECYC Complaints Policy

Why We Have This Policy

At ECYC, we care about making every experience a positive one. If something's not right, we want to hear from you. This policy explains how you can raise a concern, and how we'll work with you to sort it out. We're here to listen and improve, together.

What Counts as a Complaint?

A complaint is when something doesn't meet your expectations, or makes you feel disappointed, uncomfortable, or unsafe. Here are examples to help you understand:

- **Quick Chats (Informal Complaints):** For small issues, a chat with a staff member might solve it. *Example: You feel left out of an activity or the music was too loud for you to enjoy.*
- **Written Issues (Formal Complaints):** For more serious issues, or if a quick chat didn't resolve it, a written complaint may be better. *Example: You felt unsafe during a club event or weren't given support that you believe you needed.*

How to Make a Complaint

Step 1: Quick Chat (Informal Resolution)

Most small issues can be resolved by having a conversation. Here's what to do:

1. **Talk to a Staff Member:** Tell the person helping you what's bothering you. They'll likely be able to sort it out on the spot.
2. **Ask for a Manager:** If the staff member couldn't solve the problem, ask to speak to their manager, who can help find a solution.
3. **Remember the Details:** Take note of who you spoke to and any solutions discussed, just in case.

Step 2: Submit a Written Complaint (Formal Route)

If your issue isn't resolved through a quick chat or is more serious, follow these steps for a formal complaint:

1. **Put It in Writing**
 - **What to Include:** Your name, contact information, what happened, why it was a problem, and how you'd like us to help.
 - **Where to Send It:** Email us at complaints@ecyc.co.uk



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2. What Happens Next?

- **Acknowledgment:** We'll confirm we received your complaint within **5 working days**.
- **Investigation:** We'll contact you to make sure we understand everything. We might ask a few questions to get the full picture. If your complaint is about a member of staff or a volunteer, it will be investigated by our CEO. If the complaint is about the CEO, it will be investigated by a member of our Board of Trustees, or an independent person.
- **Response:** You'll get a response within **28 working days**. If we need more time, we'll keep you updated.

What If It's a Serious Issue?

- **Criminal Matters:** If a complaint suggests something criminal, ECYC may need to contact the police.
- **Confidential Staff Matters:** If disciplinary action is involved, we'll handle it privately but let you know we're addressing it.

Bring a Support Person

You're welcome to bring a friend, family member, or someone you trust to any meetings about your complaint.

Taking It Further

If you're still unhappy after our response, you can reach out to **our ECYC Board of Trustees:**

- **Email** all the details including how you would like the matter resolved to trustee@ecyc.co.uk and your email will be directed to the trustee responsible for reviewing complaints
- **Acknowledgment:** Our trustee will confirm they have received your complaint within **5 working days**.
- **Investigation:** Our trustee will contact you to make sure they understand everything. They might ask a few questions to get the full picture.
- **Response:** You'll get a response within **28 working days**. If the trustee need more time, they will keep you updated.

If you remain dissatisfied with the final outcome from the ECYC Board of Trustees and all processes above are complete you can contact:

- **The Charity Commission** - www.charitycommission.gov.uk

Why This Matters

Every complaint, big or small, helps us make ECYC better. Thank you for helping us improve, so we can keep making ECYC a place everyone enjoys.

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