



## Complaints Policy 2024-25

Latest version: November 2024

When children, young people, parents, volunteers and staff are unhappy it is vital they are able to complain and know what action will be taken because of their complaint.

This procedure also links in with the 'whistleblowing' and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.

In the first instance (Stage One) any complaint should be put in writing for the attention of the Operations Manager.

If the complaint is about the Operations Manager, it should be put in writing for the attention of the directors.

The person making the complaint will receive a letter (or email, if they do not give their address) to acknowledge their complaint within five working days. This letter will set out what will happen next.

The complaint will be investigated by the Operations Manager (Stage Two), but if the complaint is about them, it will be investigated by a director (who must be someone other than the Operations Manager).

If the investigator(s) needs to meet with the complainant, they will do so within twenty working days of receiving the complaint.

Complaints will be fully investigated, and a written response provided to the complainant within thirty working days by the investigator(s). The response will contain the outcome of the investigation with any recommendations and/or changes to be made.

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If the complainant remains unsatisfied with the outcome, they can appeal within thirty working days of the date of the outcome and progress to Stage Three.

During the appeal stage, the complaint will be referred to the board of Directors. The board will acknowledge receipt of this complaint to the complainant within ten working days. They will review the process so far and recommend one of the following actions within ten working days:

- 1) Uphold the decision made during Stage Two
- 2) Make changes to the Stage Two decision

The complainant will be informed in writing of the outcome of Stage Three. The decision will be final, but the complainant will be provided information on how to complain to an external body such as the National Youth Agency.

Any external complaint should be done within one month of receiving the outcome from the appeal.

Signed and approved by Directors of Crea Norfolk in November 2024

We are committed to reviewing our policy and good practice annually.  
Date for review November 2025

### **Contact details**

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