



**A STRONGER
VOICE
TOGETHER
FOR CHILDREN
AND YOUNG
PEOPLE**

COMPLAINTS POLICY & PROCEDURES

INTRODUCTION

At LAYC, we are committed to providing a high standard of service to our Member Groups, stakeholders, and employees. We value feedback and view complaints as an opportunity to learn and improve. This procedure outlines how complaints can be raised, handled, and resolved in a fair, consistent, and efficient manner.

PURPOSE

This procedure is designed to:

- Ensure complaints are handled transparently and fairly.
- Provide a clear process for Member Groups, stakeholders, and employees to raise concerns.
- Resolve complaints promptly and effectively wherever possible.
- Promote accountability and continuous improvement.

SCOPE

This procedure applies to:

- Member Groups and stakeholders of LAYC.
- Employees of LAYC.

Complaints may relate to any aspect of our services, staff, volunteers, governance, or internal employment matters.

Employee-Specific Complaints:

For complaints from employees, this procedure may address concerns related to unfair treatment, workplace issues, or dissatisfaction with organisational practices. Matters such as bullying, harassment, or discrimination will also be managed in line with our internal policies. Please see LAYC's Grievance Procedure and Harassment Policy and Procedures.

HOW TO MAKE A COMPLAINT

We encourage complaints to be raised as soon as possible after an issue occurs and aim to resolve most concerns promptly and informally whenever possible. Complaints can be raised:

Verbal (Informal Complaint)

If you feel comfortable, you can raise your concern directly with the staff member involved, or if you are an employee, with your line manager. Alternatively, you may choose to discuss your concern with the LAYC Director or Chairperson for further support.

By Phone for verbal informal complaint

Call: 0131 667 1828

In Writing (Formal Complaint)

You can write to LAYC Director

Email: laurene@layc.org.uk

Post: Dunford House, 7 Boroughloch, Edinburgh, EH8 9NL

You can write to LAYC Chairperson

Post: c/o Dunford House, 7 Boroughloch, Edinburgh, EH8 9NL

Internal (Employees)

Employees may raise complaints or grievances through their line manager as per internal grievance procedures.

When making a formal complaint information to include:

- Your name and contact details.
- A clear description of the issue.
- Any relevant dates, names, or supporting information.
- What outcome you are seeking.

COMPLAINTS PROCESS

Step 1: Acknowledgement

- LAYC will acknowledge your complaint within 7 working days of receipt.

Step 2: Investigation

- The complaint will be reviewed in the first instance by LAYC Director or LAYC Chairperson.
- Employees' complaints will be managed in accordance with LAYC's Grievance Procedure and Harassment Policy and Procedure, ensuring fairness and confidentiality.
- If further information is required, LAYC will contact you.
- The investigation will be completed within 14 working days, or you will be informed if additional time is needed.

Step 3: Response

- A written response will be sent, outlining the findings and any actions to be taken.
- If the issue is resolved, the complaint will be closed.

COMPLAINTS ON BEHALF OF OTHERS

Complaints can also be made on someone else's behalf under the following circumstances:

- **With Consent:** If someone has asked you to represent them and they are a Member Group, LAYC stakeholder or employee, you may submit a complaint on their behalf. LAYC may request written confirmation from the individual granting you permission to act as their representative.
- **Safeguarding Concerns:** If you are concerned about what is happening to someone else and believe they are unable or unwilling to raise the issue themselves (e.g., due to vulnerability or safeguarding concerns), you may submit a complaint on their behalf. In such cases, LAYC will handle the matter sensitively, ensuring appropriate safeguarding procedures are followed and confidentiality is maintained.

When making a complaint on someone else's behalf, please provide as much detail as possible, including:

- Your relationship to the individual.
- Why you are acting on their behalf.
- Any supporting information or context.

We are committed to addressing all complaints fairly, including those raised on behalf of others, while ensuring that the rights and well-being of everyone involved are respected.

APPEALS

If you are dissatisfied with the outcome:

- You can request an appeal within 7 working days of receiving LAYC's response.
- Appeals will be reviewed by LAYC's Independent Complaints Person.
 - Chief Officer, Youth 1st, New Volunteer House, 16 East Fergus Place, Kirkcaldy, Fife, KY1 1XT judith@youth1st.co.uk
- The appeal decision will be final and communicated within 14 working days.

Employee Appeals:

Employees may escalate their complaint in line with the LAYC's Grievance Procedure and Harassment Policy and Procedures.

CONFIDENTIALITY

All complaints will be handled confidentially. Information will only be shared with those necessary for the investigation and resolution of the complaint.

MONITORING AND REPORTING

LAYC will record all complaints and use them to review and improve our services and workplace environment. Anonymised summaries may be shared with Trustees to monitor trends and ensure accountability.

Complaints will remain on record under the following conditions:

Minor Complaints (e.g., easily resolved, no serious implications):

- Will be retained for 24 months.
- Ensuring enough time for follow-up if related issues arise.

Serious Complaints (e.g., involving safeguarding, legal issues, or formal investigations):

- Retained for 6 years, in line with best practices for record-keeping and legal considerations.
- In the event of a complaint relating to safeguarding of a minor, records will be retained until the subject of the record reaches the age of 25 or longer if required by law.

Employee-Related Complaints (e.g., HR or employment matters):

- Will be retained for the duration of employment plus 6 years after an employee leaves, to comply with employment law.

CONTACT US

For further information or assistance, please contact:


Laurene Edgar

Director

Email: laurene@layc.org.uk

Phone: 0131 667 1828

Address: Dunford House, 7 Boroughloch, Edinburgh, EH8 9NL



Signed:

Date: 29.01.2025

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