



**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 and stakeholders 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.

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

Employees may escalate a grievance in line with LAYC's Grievance 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 should be raised in writing to LAYC Director, unless the complaint relates to LAYC Director and can be put in writing via post marked For Attention of LAYC Vice Chairperson

In Writing

Email: laurene@layc.org.uk

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

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

Acknowledgement

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

Stage 1

- The complaint will be reviewed in the first instance by LAYC Director, unless the complaint relates to LAYC Director and can be put in writing via post marked For Attention of LAYC Vice Chairperson
- 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.

Response

- A written response will be sent, outlining the findings and any actions to be taken within 10 working days.
- If the issue is resolved, the complaint will be closed.

Stage 2

- If you are dissatisfied with the outcome, you can write to LAYC Chairperson within 14 working days of receiving LAYC's response.
- This should be clearly marked for the attention of LAYC Chairperson, Dunford House, 7 Boroughloch, Edinburgh, EH8 9NL.
- LAYC Chairperson decision will be communicated within 14 working days.

Appeals

- Appeals will be reviewed by LAYC's Independent Complaints Person within 14 working days.
- LAYC's Independent Complaints Person is Chief Officer, Youth 1st and can be contacted at 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.

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.

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.

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.

CHILD FRIENDLY COMPLAINTS

LAYC operates as an intermediary organisation, working primarily with Member Groups and professional stakeholders rather than directly with children and young people. Therefore, it is out of scope for LAYC to develop or implement a child-friendly complaints procedure.

Member Groups that deliver direct services to children and young people are expected to have their own child-friendly complaints processes in place, ensuring accessibility and understanding for their service users.

CONTACT US

For further information or assistance, please contact:

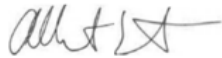
Laurene Edgar

Director

Email: laurene@layc.org.uk

Phone: 0131 667 1828

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



Signed:

Date: 25.02.2026

Policy review date: February 2027