

## **The Brunswick Club for Young People Complaints Procedure**

### **Introduction**

The Brunswick Club for Young People is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and young people attending.

We welcome suggestions on how to improve our service and we will give prompt and serious attention to any concerns about the running of the Club.

It is the hope of The Brunswick Club that all issues will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

### **Stage 1**

Any parent /carer concerned about an aspect of the provision talks over his/her worries and anxieties with the Club Manager.

Any parent/carers who requires a written response to their concerns should request one at this stage.

It is hoped that most complaints should be resolved informally at this stage

### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carers moves on by making a formal complaint in writing if possible (forms available in the Club) to the Chair of the Management Committee who will investigate the complaint.

The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within five working days.

### **Stage 3**

When a formal complaint has been fully investigated, the Chair should ensure that the person who made the complaint is informed in writing of the outcome.

The complainant will be notified that they have the right to appeal against the decision to the Management Committee.

### **Stage 4 - Appeals**

If the complainant wishes to appeal, they must inform the Secretary of the Management Committee in writing within five days, setting out the grounds of appeal.

A meeting of the Management Committee will be held at which the appeal will be considered. After the appeal meeting the complainant will be informed in writing of the Management Committee's final decision.

**Consultation and Commitment to Review**

The Brunswick Club is committed to the review and updating of its policies and procedures through consulting with its employees, volunteers and children and young people. Employees and volunteers will be consulted on changes to policies through staff meetings and children and young people through youth meetings.

The employees' and volunteers' representative is Danny Volino.

This policy was reviewed by the Management Committee on 20<sup>th</sup> February 2023.

This policy will be reviewed by the Management Committee in February 2024.

## Appendix A

### The Brunswick Club for Young People Complaints Form

If you wish to make a complaint about The Brunswick Club or the behaviour of anyone connected with it, please fill in all the sections of this form in as much detail as possible, remembering to giving dates where this is appropriate, and return it to the Club Manager. Use extra sheets of paper if you need to. Please enclose copies of relevant documents when you return the form. You should let us know if you want us to send a copy of your form or letter back to you.

You do not have to use the form – you can send a letter or speak to the Chair of the Management Committee, in person or on the telephone, if you prefer.

(The Brunswick Club will keep the names and details of the complaint confidential).

**Please tell us the details of your complaint?**

Please tell us what you feel should/should not have happened?

Please tell us what you would like us to do now?

Your name

Telephone No.

Email

Address:

Please circle how you would prefer us to contact you:      **Telephone / E-mail / Letter**

Please return this form to:  
**The Chair of the Management Committee**  
**The Brunswick Club for Young People**  
**34 Haldane Road, Fulham, London SW6 7EU**

