

Resolving Concerns & Complaints

A guide for volunteers, young people, parents and partner organisations

Scope of guidance: Relevant to YLI volunteers, YLI young people or their parents/guardians, and partner organisations.

1. We Take Our Integrity Seriously – Please Help Us to Maintain it.

We exist because of the grace of God and because of the deep support of our local communities. As followers of Christ, we expect ourselves to operate at the highest Biblical, legal and moral standards. Unfortunately, things don't always hit the mark and can sometimes go wrong. We want to know when this happens, so please tell us so that we can keep improving. Your help is invaluable.

2. How Do I Raise a Complaint or Concern?

Have a chat. We have found that having an informal conversation with the person directly involved or responsible (e.g. your local staff person) is often the best way for us to address an issue swiftly, fully and sensitively. You may find our *Conflict Resolution Policy* helpful in explaining how you could go about this.

Take it further. Alternatively, feel free to contact our HR Manager for staff matters, Child Protection Officer for safeguarding concerns or the UK Director for any other serious issues. We will seek to establish the facts, understand your intentions and keep you appropriately updated. We will take appropriate action to remedy the situation and may follow our *Disciplinary Policy* for incidents relating to staff misconduct.

3. Our Promises

- 3.1. We seek to treat everyone fairly**, including the person bringing a concern, anyone who may be at risk within the situation that has arisen, and anyone who may be implicated. Although we may need to follow certain procedures based on what we're told, we aim to treat all involved with dignity and respect.
- 3.2. We take a zero-tolerance approach to abuse, harassment or mistreatment.** Not only will we take any concerns of this nature extremely seriously, but if you feel that you have been mistreated because of coming to us with your concern, let us know straight away so that we can take immediate steps to put it right.
- 3.3. We will keep your identity confidential** and will only disclose it on a need-to-know basis (for example to those involved in investigating your concern). Bear in mind that sometimes the identity of a complainant would be obvious, for instance if they were the only witness to an incident.
- 3.4. We respect people's preference for anonymity**, and recognise that sometimes this is a proviso on which concerns are raised. However, completely anonymous complaints are difficult to investigate. We encourage that as far as possible, you make yourself known so that we can engage with you over the details of your concern and provide you with any appropriate feedback. We are unable to disclose information to anonymous complainants.
- 3.5. The health, safety and welfare of our young people, volunteers and staff are of paramount importance to us.** This Policy is designed to help us maintain this, but should we feel that this Policy is being manipulated to unnecessarily distract or disrupt the attention of our staff or volunteers, we will respond within what we consider to be in the best interests of our beneficiaries.

4. Related Policies and Documents

Child Protection Policy, Conflict Resolution Guidance, Disciplinary Policy.

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