**Enterprising Youth Complaints Procedure**

April 2017

This procedure gives Enterprising Youth’s project staff, participants and clients a formal means of voicing grievances and complaints, and referring problems and questions to Enterprising Youth. Enterprising Youth is committed to responding and addressing complaints and grievances quickly.

A person with a grievance should follow this procedure:

* The issue should first be discussed with the project co-ordinator for the given project. If the project co-ordinator is unknown to the complainant, the matter should first be raised with a member of staff present who will pass on contact details of the project co-ordinator. If a member of staff is not present the matter should be presented to Enterprising Youth for the attention of the project co-ordinator of the stated project (providing time and date and location of the project) either by phone / in person or in writing.
* The project co-ordinator should reply to the grievance as soon as possible or in any case within seven days. If, for any reason, it is not possible for the project co-ordinator to respond within seven days then the complainant will be given a date when they will receive a response.
* If the complainant considers the reply unsatisfactory, he or she may report the grievance in writing to the Directors of Enterprising Youth. A director should reply as soon as possible to the grievance and in any case within seven days. If, for any reason, it is not possible for the director to respond within seven days then the employee will be given a date when they will receive a response.
* The Director/s may call a meeting of all parties concerned in order to hear the grievance. The complainant has the right to be accompanied by a person of their choice provided that person is not a practising solicitor acting in their professional capacity.
* If the complainant considers the reply unsatisfactory they may submit the complaint in writing and we will forward the matter for consideration to an associate organsisation with a representative at director level who has not so far been involved or consulted in the matter of the grievance.

Enterprising Youth aim to resolve any dispute within the framework of the organisation. However, where this is not possible our organisation would consider using external mediation, if mutually agreed by all parties involved. Failing this both parties have the right to involve legal representation at this point.