



# Kessingland Parish Council

## Kessingland Youth Café

### Complaints and Grievance Policy

#### Introduction

This policy, and the procedures contained within it, are designed to be an internal Youth Café resolution procedure for use regarding matters relating to the Youth Café. It is designed to be used for matters which arise from the day-to-day running of the Youth Café or in relation to events which happen at the Youth Café.

Any complaints about the overall management of the Youth Café by the Youth Café Sub-committee should be dealt with in line with the council's own Complaint's Policy and Procedure. Any complaint about a councillor, in relation to their involvement with the Youth Café, should be referred to the East Suffolk Council Monitoring Officer for them to consider if it is a Code of Conduct complaint.

#### Complaints Procedure.

If a young person, parent or member of the public has a complaint against a volunteer or a Youth Café attendee, they should first discuss this with one of the Youth Café leaders. If the complaint concerns one or more of the Youth Café leaders then it will be referred to the Clerk or Deputy Clerk so that a member of the Youth Café Sub-committee can deal with the complaint.

This leader or the Youth Café Sub-committee member will become the Reporting Officer. They will meet with all parties individually and take notes of those meetings, which will be written up at the time of the meeting and signed by those present. Wherever practical the Reporting Officer will bring the parties involved together to reach a mutually agreed resolution which will be recorded, signed by all parties, kept in a secure place and a copy given to the parties involved.

If the matter is not resolved through these means, or if the Reporting Officer feels that the nature of the complaint is something which should be referred beyond the Youth Café procedure, they will advise the complainant to contact the Parish Clerk in writing. The Reporting Officer will provide the Clerk with any information that they had established up to the point where the complaint was directed to the Clerk. The Clerk will then instigate the Council's own Complaints Procedure unless the complaint is of a nature where there needs to be a referral to an external organisation.

It should be noted that, where a mutually agreed resolution cannot be achieved, all parties involved may not receive full details of the final resolution. The complainant(s) will receive details of whether their complaint has been upheld and any resolutions which can be made public but any action towards an individual would remain confidential.

## **Grievance Procedure**

Kessingland Parish Council endeavours to prevent grievances arising but ensuring that there are regular meetings, either team meetings, one-to-ones or training sessions, where individuals have the chance to raise any concerns in an open and non-judgemental forum and be given proper consideration. However the council recognises that this may not always work and that leaders and volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another leader, volunteer, a member of the paid staff, or the manner in which they are being treated at the Youth Cafe.

It is hoped that most issues can be resolved within the Youth Café. However where this is not possible, Youth Café leaders and volunteers can use the council's own Grievance Procedure which is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner.

## **Councillors**

Complaints concerning individual councillors cannot be dealt with by the Youth Café or the Parish Council even if it is in relation to their activities as a Youth Café leader or volunteer. Complaints should be made to the Monitoring Officer at East Suffolk Council.

If the complaint relates to council policy or working practices in relation to the Youth Café then the council would deal with that via the council's own Complaints Procedure.