

Redhouse Boys and Girls Club Complaints Policy

This policy tells you how to make a complaint at Redhouse Boys and Girls Club. This is the policy that we will follow if your complaint is about someone's conduct or behaviour.

This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and principles You have the right to complain; we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Confidentiality: we treat complaints as confidentially as possible. Sometimes we must discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the England Boxing.

How to make a complaint? If you have a complaint, It is best to speak with someone associated with the Redhouse Boys and Girls Club. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint? Complaints will usually be handled by senior staff and officials. Useful contact details have been included at the bottom of this policy.

- Management Committee: you can speak to any of our committee members.
- Coaches: any of the coaches can also tell you how to make a complaint.

- Welfare Officer: if you are a child, or if you are worried about the safety or welfare of a child (Frank Bagley or Christina Kirwan).

Alternatively Email redhouseboysandgirlsclub@gmail.com

Address for written complaints: Redhouse Boys and Girls Club, 22 Rawmarsh Road, Redhouse, Sunderland, SR55HF

Useful Mobile Contact Numbers:

Kerry Bagley (CEO) - 07810378374

Gillian Kent (Chairperson) - 07876703664

Paul Humble (Deputy Chairperson) – 07419905776

Val Lough (Treasurer) - 07538178056

Frank Bagley (Welfare Officer) – 07800583757

Christina Kirwan (Welfare Officer) - 07507070017

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.