## SkyWay Complaints Policy – Child friendly version

Adopted in Nov 24
The policy is to be reviewed annually (next review Nov 26)
The name of the person responsible for reviewing this policy is: Natalie Roast

**We Want to Hear You!** At SkyWay, we care about making sure everyone is treated fairly and respectfully. If something is bothering you or doesn't feel right, we want to know so we can help fix it.

### How Can You Tell Us About a Problem?

1. **Talk to Us:** You can tell a SkyWay staff member if you're unhappy about something. They will listen and try to help you. You won't be in trouble for telling us.
2. **Fill Out a Form:** If you prefer, you can fill out a complaint form. You can ask for one by email, post, or pick one up from our office.You can also tell us by text / phone if that feels easier.
3. **Ask an Adult for Help:** If you find it hard to explain your problem, a trusted adult like a parent, carer, or staff member can help you.

### Our Contact Details:

- **Email:** noreen@skyway.london
- **Address:** Unit 2, 222 Kingsland Road, London E2 8DG
- **Phone:** 020 7729 6970

### What Happens Next?

- We will let you know we got your complaint within 5 working days.
- We will try to give you an answer within 10 working days. If we need more time, we will let you know.

### What If You're Not Happy with the Answer?

- If you're still unhappy, you can ask our CEO (the person in charge) to look at it again.
- If the problem still isn't solved, you can contact the Charity Commission for help at **0300 066 9197**.

### Keeping It Safe

- All complaints are written down and kept safe for at least six years. This helps us make sure we handle things properly.

### When We Might Not Respond

- If the complaint is not about SkyWay.
- If we've already answered the same complaint before.
- If the complaint is rude or meant to upset someone.
- If the complaint is anonymous (though we might still use it to improve things).

**Where Can You Find This Information?**

- This policy is on our website and displayed at all SkyWay locations.
- If you need more information, like our Grievance or Whistleblowing policies, just ask!

**Need More Help?** If your complaint isn't resolved, you can visit the Charity Commission website at **www.gov.uk/charity-commission** or ask us for other support contacts.

Remember, your voice matters, and we are here to listen!