# Complaints Policy and Procedure

Adopted on Oct 07.....

The policy is to be next reviewed in January 2027

The name of the designated person is. SM.....

## 1. Policy Objectives

SkyWay is committed to:

- Providing a high-quality, discrimination-free service to all stakeholders, including young people.
- Ensuring a fair, confidential, and timely process for addressing complaints to improve our services.
- Offering clear guidelines for raising concerns and resolving issues effectively.

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## 2. How to Make a Complaint

- **General Complaints:**
  Request a complaint form from SkyWay by post or email, or come to our office for assistance in filling it out. Ensure all contact details and relevant information are included to expedite the process.
  - Email: noreen@skyway.london
  - Address: Blue Hut Youth & Community Hub, 49 Provost Street, N1 7NZ
  - Phone: 020 7729 6970
- **Young People:**
  SkyWay recognises the rights of young people and their carers to make complaints. Staff will assist young people in a supportive and age-appropriate manner to ensure they feel comfortable and heard.
- **Complaints About Senior Staff:**
  If the complaint involves senior staff, it will be escalated directly to the CEO or an impartial designated person on the Board of Trustees to ensure fairness.

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## 3. Responding to Complaints

- Acknowledge receipt of complaints within **5 working days.**
- Provide a detailed response within **10 working days,** or an update if

additional time is required.

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**4. Complaint Resolution Process**

1. **Initial Review:** Conducted by a Senior Manager to investigate the complaint.
2. **Escalation:** If dissatisfied, the complainant may request the issue to be reviewed by the CEO.
3. **External Review:** If the matter remains unresolved, the complainant can contact the **Charity Commission** at:
    - Phone: 0300 066 9197

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**5. Data Recording and Retention**

- Complaints are recorded and securely stored for **a minimum of six years** to ensure accountability and compliance with data protection laws.

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**6. Follow-Up**

If dissatisfied with the resolution:

- You may request a follow-up review to reassess the handling of your complaint.
- Links to our **Grievance Policy** and **Whistleblowing Policy** are available upon request.

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**7. When We May Not Respond to Complaints**

SkyWay may not respond to:

- Complaints unrelated to our organisation.
- Repeated or unfounded complaints previously addressed.
- Complaints that are abusive, prejudiced, offensive, or constitute harassment.
- Anonymous complaints (though these may still be reviewed for service improvement purposes).

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**8. Transparency and Accessibility**

- This policy is available on our **website** and displayed at all SkyWay premises.
- Additional links to related policies, including **Grievance** and **Disciplinary Policies,** are provided for reference.

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**9. Further Recommendations and Useful Links**

- For unresolved concerns, visit the **Charity Commission's website**: www.gov.uk/charity-commission.
- Contact details for external oversight and support organizations will also be provided upon request.