

Complaints Procedure – Adults

It should be noted that our volunteers all do their best to act in the interests of the young people we serve.

If there is a complaint to be raised about an adult, there is a procedure to be followed.

If a youth member is unhappy about the way they are treated/ spoken to by any adult, they should bring it up with that adult, or, with another adult in the group. The matter should be dealt with as reasonably as possible by those involved. The complainant should speak with a peer witness present, and the adult should also have a witness present.

If the youth member is unhappy about the outcome, they might ask their parents to make a complaint to the Group Leader, or, if the Group leader is the subject of the complaint, to the Group Secretary.

The Group leader or the Group Secretary will ask for input from both sides of the incident and if agreement cannot be reached, then the issue will be taken to the Group Trustees for a decision.

The outcome of that decision will be made available to the subject and the complainant.

Any complaint will be treated with the various policies of Navigators in mind – Volunteer Policy, Equal Opportunities Policy, Anti-bullying Policy and Safeguarding Policy.

We respectfully remind everyone that these policies apply equally to young people and adults alike.

We would hope that all complaints can be resolved with an amicable and reasonable outcome.

We do not handle complaints regarding any criminal acts – these should be reported to the authorities and to the Group Secretary. The subject of such complaints should be suspended as soon as the Police make contact with the Group or the individual concerned.

The subject of any such complaint will be suspended until such time as the complaint is cleared.