



LONDON YOUTH GAMES FOUNDATION COMPLAINTS PROCEDURE

THE PURPOSE AND SCOPE OF THIS POLICY

London Youth Games Foundation is committed to providing an excellent experience for everyone involved in the Games, whether that is participants, volunteers, spectators, coaches, team managers, officials or spectators.

We run more than eighty competitions in over thirty sports, work with more than 2000 volunteers and over a hundred thousand young people and recognise that sometimes things go wrong, or mistakes are made.

The purpose of this policy is to:

- Help us to provide a service of the highest standard to all those who encounter London Youth Games.
- Help us to ensure that everyone knows they have a right to raise a complaint about our service.
- Help us deal with complaints in a positive way and use them to improve our services.
- Set out issues that could be covered under this procedure.
- Set out steps of how people and organisations can make a complaint.
- Set how we can deal with complaints in a fair and consistent way.

This policy applies to all children, young people and adults who participate in or have contact with London Youth Games.

Staff are asked to refer to relevant London Youth Games policies (e.g. Internal Grievance procedure and Whistleblowing policy) and to raise issues with their line manager. Trustees are also excluded from this procedure: any specific issues should be raised with the Chair of the Foundation, or with the Senior Independent Director as appropriate.

WE RECOGNISE THAT:

- that everyone who comes into contact with London Youth Games Foundation has a right to high standard of service.



- those who come into contact with London Youth Games Foundation have the right to complain if they are not happy with the standard of service they receive.
- that learning from complaints helps us to improve the service we provide.

DEFINING A COMPLAINT

A complaint is a written statement from someone that is not happy about the service provided to them by London Youth Games Foundation and would like this improved.

The complaint might be about:

- The behaviour of a staff member or volunteer
- The behaviour of other service users
- The level of service received
- The type of service received
- Written information
- A person feeling that they have been treated unfairly or in a way that is discriminatory
- Anything else related to the service provided by London Youth Games

DIFFERENT TYPES OF COMPLAINTS

We have created procedures so you can let the right person know if you have a complaint related to any aspect of the Games.

Safeguarding – Safeguarding is our number one priority. Because of this we have clear guidelines on reporting available so that any concerns about safeguarding can be reported and acted upon immediately. This guidance is provided to all involved with the London Youth Games Foundation and is available on the charity's website.

Dispute Resolution in Competitions – Disputes can occur about a range of issues in any sports competition, such as the interpretation and/or enforcement of rules. Disputes of this nature are best addressed locally and informally with the competition director and/or the relevant London Youth Games sport lead in charge of the competition. However, for more serious disputes or to put in a formal dispute, please follow the procedure set out below and we will determine whether the issue is best resolved by London Youth Games, the Games Referees or the relevant National Governing Body.

Other Complaints Related to the Games - If you have any other complaint, we would like to hear from you and have outlined our policy and procedure in this document.



LOCAL SOLUTIONS

The best way to resolve problems is usually at a local level, by talking to the people involved. Depending on the situation, you should try speaking with any member of LYG staff, the venue manager, referee, team manager or School Games Organiser/Borough Team Organiser.

In the minority of cases, where you have exhausted these channels or feel that your complaint is best addressed to London Youth Games Foundation centrally, please follow the procedure below.

COMPLAINT PROCEDURE

Stakeholders making formal complaints are asked to write or email an explanation of the issue that has caused them to be dissatisfied. A complaint should also contain an explanation of what the person making the complaint feels should be done to resolve the issue.

Complaints should be sent to the Chief Executive to register them within the procedure. If the complaint is about the Chief Executive, please send the complaint to the Chair of Trustees.

The Chief Executive will send an acknowledgement by return giving a complaint registration number. Including this number with any further correspondence will assist in any communication.

The Chief Executive will refer each complaint to an appropriate Officer for the first review, unless such a person is specifically mentioned in the complaint, in which case it will be dealt with by the Chief Executive or a Trustee of the organisation.

All correspondence about complaints will be treated as confidential.

When the first reviewer has considered the detail of the complaint, the person raising the complaint will receive a written response detailing any proposed remedial action. This will be done within 28 days of the receipt of the original complaint. If this is not possible, this will be explained in writing within the 28 days.

The person raising the complaint will also be told in this response that they can request a second review.

If a second review is requested, the matter will be referred to a more senior person within London Youth Games. This may be the Chair of the charity, a Trustee or the Chief Executive as appropriate.



Following the second review, the person raising the complaint will be provided with a written response detailing any changes to the previously proposed remedial action. In most cases the second review will be the final position of London Youth Games Foundation. However, this final response will also indicate if, and how, the complaint can be progressed beyond this second stage.

Further progressing of a complaint beyond the second review will depend on the nature of the matter. The Charity Commission has a list of the types of issues it would be willing to investigate; similarly, London Youth Games Foundation has an investigation procedure in some circumstances. Other alternative routes include the police, trading standards or health and safety within a local authority and a funding body if the service being complained about was funded directly by such a body. The response from the second review will explain all relevant options.

If an accusation is made that this procedure has not been followed, the matter can be raised for discussion at a Trustees meeting by contacting the Chair of the organisation. The Trustee's meeting will not consider the substantive matter because this may invalidate the second review process but may refer the whole matter back to the first review stage and ask for a report to make sure that the full procedure is followed.

CONTACT DETAILS

Please email any complaints to info@londonyouthgames.org clearly marked for the attention of the Chief Executive Officer.

Or post to:

Chief Executive / Chair
London Youth Games
LSBU
Techno Park
90 London Road
London
SE1 6LN