



Registered Charity No. 1102072

COMPLAINTS POLICY AND PROCEDURE

Bradford Youth Players (BYP) will take any complaints about the organisation, its staff, members and/or trustees very seriously. Any formal complaint raised by a member, parent, or outside agency will be thoroughly investigated and full records kept of all investigations.

Procedure:

1.1 Anyone who has any complaint about the club or about any member, member of staff or volunteer, should first contact the Chair of Trustees, in writing, with their complaint.

1.2 The Chair will then bring the complaint to all members of the Board of Trustees and a person from the board will be asked to investigate it.

1.3 The person making the complaint and, where relevant, the person about whom the complaint is made, have the right to bring whatever evidence they wish to the investigating trustee.

1.4 BYP's trustees reserve the right to suspend any leader or volunteer from their work with BYP whilst an investigation takes place.

1.5 The investigating trustee will bring the outcome of any investigation to the next meeting of the Board of Trustees who will then decide on any subsequent action. This action may include (but is not restricted to):

- Ensuring that all parties are fully informed of any decision and action
- Making any appropriate changes to practice to ensure that the complaint is not repeated
- Taking forward any disciplinary action with staff or volunteers, if required using the BYP Disciplinary Procedure
- Taking forward any action with a member/members, if required using the BYP Code of Conduct
- Write to the complainant with the outcome of the complaint

1.6 The decision of the Board of Trustees is final

October 2022

