

POLICY STATUS: **Operational**

POLICY CYCLE: **Annually or if Legal Change Required**

OWNER: **Urban Judge FRSA**

PERSON RESPONSIBLE: **CEO & Executive Team**

REVIEWED BY: **Board of Directors**

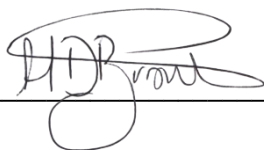
**VERSION CONTROL**

Adoption: **January 2025**

Latest Review: **February 2026**

Next Review: **September 2026**

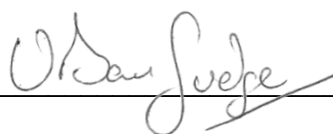
Signed: \_\_\_\_\_



**Hayley Brown,**  
**Vice-Chair of Directors;**  
**Director responsible for Safeguarding**

Date: 15 / 02 / 2026

Signed: \_\_\_\_\_



**Urban Judge FRSA,**  
**Group CEO**  
**& Designated Safeguarding Lead (DSL)**

Date: 15 / 02 / 2026

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## 1. Introduction

YouthTV is committed to delivering the highest standards of professionalism, creativity, and community impact. We value feedback from staff, volunteers, participants, partners, funders, and the wider community. Occasionally, concerns may arise about our services, decisions, or the behaviour of those acting on behalf of YouthTV. This policy sets out how complaints can be raised, how they will be handled, and the responsibilities of YouthTV in addressing them fairly, transparently, and promptly.

Complaints are an important part of our quality assurance system. They allow YouthTV to learn lessons, improve practice, and ensure accountability to those we serve. All complaints will be treated seriously, investigated thoroughly, and resolved wherever possible.

## 2. Scope

This Complaints Policy applies to **any individual or organisation that interacts with YouthTV**. This includes, but is not limited to:

- Participants in YouthTV programmes, workshops, or productions,
- Parents, guardians, and carers,
- Volunteers, staff, advisors, and contractors,
- Partner organisations, funders, and stakeholders,
- Members of the wider community who engage with YouthTV.

YouthTV recognises that complaints can arise in many areas of our work, and we are committed to ensuring all complaints are treated seriously, fairly, and promptly, regardless of who raises them.

### Related Policies

This Complaints Policy should be read alongside other key YouthTV policies, including but not limited to:

- **Safeguarding Children Policy** and **Safeguarding Adults Policy** – for complaints relating to the safety and welfare of children or adults at risk.
- **Equal Opportunities Policy** and **Diversity, Equality and Inclusion (DE&I) Statement** – for complaints relating to discrimination, harassment, or unfair treatment.
- **Conflict of Interest Policy** – for complaints involving bias, personal gain, or undeclared interests.
- **ICT Acceptable Use Policy** – for complaints involving misuse of YouthTV systems, platforms, or communications.
- **Data Protection and GDPR Policy** – for complaints about how personal data is collected, used, or stored.
- **Finance Policies** (Financial Control, Expenses, Reserves) – for complaints relating to financial management, expenditure, or potential misuse of funds.

### 3. Definition of a Complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of YouthTV's activities, conduct, or service delivery. Complaints may relate to (but are not limited to):

- The quality or delivery of YouthTV programmes and services,
- The behaviour or actions of staff, volunteers, advisors, or directors,
- Decisions or processes carried out by YouthTV,
- The handling of safeguarding, equality, or financial concerns,
- YouthTV's communication with stakeholders, partners, or members of the public.

### 4. Principles

YouthTV will handle all complaints in line with the following principles:

- **Accessibility:** The complaints process will be straightforward and accessible to everyone.
- **Fairness:** Complaints will be investigated impartially, with no bias towards either party.
- **Timeliness:** Complaints will be acknowledged and dealt with promptly.
- **Confidentiality:** Complaints will be handled with sensitivity and confidentiality, with information only shared where necessary.
- **Accountability:** YouthTV will ensure that appropriate action is taken following a complaint and that lessons are learned to improve future practice.
- **Non-Retaliation:** No individual will be penalised for making a complaint in good faith.

### 5. How to Make a Complaint

Complaints may be made in writing, by email, or verbally. Wherever possible, complaints should be made in writing to ensure clarity.

Complaints should be sent to:

- **By Email:** Company CEO, Urban Judge FRSA – [urban.judge@youthtv.co.uk](mailto:urban.judge@youthtv.co.uk).
- **By Phone:** 01234 865908 Option 5 for CEO's office and ask to speak to CEO directly.
- **In Person:** To a YouthTV staff member, volunteer, or director, who will forward the complaint to the CEO.

Where a complaint involves safeguarding, data protection, or financial irregularities, it may be escalated directly to the CEO or Advisory Board without delay.

### 6. Complaints Procedure

#### Stage 1 – Informal Resolution

Where appropriate, complaints should first be raised informally with the relevant staff member or volunteer. Many issues can be resolved quickly at this stage.

#### Stage 2 – Formal Complaint

If the matter is not resolved informally, the complaint should be submitted formally in writing to the CEO. The complaint will be acknowledged within 5 working days and investigated within 20 working days.

### **Stage 3 – Appeal**

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Advisory Board. The Advisory Board will review the handling of the complaint and issue a final decision within 30 working days.

## **7. Complainants Received by Third Parties**

YouthTV recognises that partner organisations, schools, funders, community groups, or statutory agencies may sometimes receive complaints that relate to YouthTV staff, volunteers, contractors or services. To ensure concerns are handled consistently, safely, and appropriately, any third party receiving such a complaint is asked to share it with YouthTV promptly and securely.

### **Sharing a Complaint with YouthTV**

A third party should forward a complaint to YouthTV when:

- The concern involves YouthTV staff, volunteers, participants, or services.
- The issue took place during a YouthTV-led activity, programme, or partnership.
- The matter involves safeguarding, conduct, equality, or safety concerns.
- The third party does not have the authority or information needed to investigate the matter fully.
- Transparency is required to ensure consistent and fair handling between organisations.

Complaints should be shared using one of the following methods:

- **Email:** Sent to the Company CEO, *Urban Judge FRSA*, at [urban.judge@youthtv.co.uk](mailto:urban.judge@youthtv.co.uk).
- **Secure transfer:** For sensitive or personal data, information should be shared via an encrypted or secure method agreed between the organisations.
- **In person:** Concerns may be raised directly with a YouthTV senior leader, who will follow internal reporting procedures.

When forwarding a complaint, third parties should provide:

- A clear summary of the concern,
- Any documentation or statements already gathered,
- Relevant dates, times, and context,
- Any actions taken to date.

YouthTV requests that third parties **do not** conduct their own investigation into safeguarding or staff-related allegations before informing YouthTV, to ensure that statutory and best-practice procedures are followed.

### **If the Complaint Concerns the CEO**

Where a third party receives a complaint about the CEO, this must not be sent to the CEO directly. To ensure impartiality and avoid conflicts of interest, the complaint should instead be shared confidentially with:

**Chair of the Board of Company Members/Directors:**  
**Ryan Harris**, [ryan.harris@youthtv.co.uk](mailto:ryan.harris@youthtv.co.uk)

The Chair will oversee the investigation in accordance with the principles and standards set out in this Complaints Policy.

### **Why This Process Matters**

Sharing complaints with YouthTV ensures:

- Fair and accurate investigation by the organisation responsible for the matter,
- Transparency and strong partnership practice,
- Compliance with safeguarding law, charity governance, and data protection standards,
- Protection of children, young people, adults at risk, staff, and volunteers,
- Continuous learning and improvement across YouthTV's services.

## **8. Learning and Continuous Improvement**

All complaints will be logged and reviewed periodically by the CEO and Advisory Board. Patterns or recurring issues will be identified and used to strengthen YouthTV's practices, policies, and training. Complaints data will not identify individuals but will inform organisational learning and improvement.

## **9. Confidentiality and Records**

All complaint records will be securely stored in accordance with YouthTV's **Data Protection and GDPR Policy**. Personal information will only be used for the purpose of investigating and responding to the complaint.

## **10. Monitoring and Review**

The Complaints Policy will be reviewed every two years, or sooner, if necessary, to ensure it remains fit for purpose and compliant with best practice. The Advisory Board will oversee the review, with input from staff, volunteers, and service users.