



AFTERHOURS *Youth Groups*

Farnworth & Worsley Circuit | The Methodist Church
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COMPLAINTS PROCEDURE

In the event of a complaint being made against one of the paid/ unpaid staff or by one member of the group to another or by a user of the group or by an individual or agency associated with the work of the group, the following procedures are to be followed:-

1. In the first instance the Co-ordinator (CO) in conjunction with the leaders of the groups will deal with the complaint.
2. In the event of a complaint containing serious allegations of gross misconduct or similar, then the matter will be dealt with by the Management Team and Minister in the first instance, following the procedure laid down for such matters in the disciplinary procedures, i.e. the person concerned may be suspended from the group pending investigation.
3. Any appeal regarding the outcome of the findings of the complaint will be heard by the full Management Team and the Minister and their decision will be final.
4. Any disciplinary action to be taken following the outcome of the findings of a complaint will be carried out according to the disciplinary procedure .
5. At all stages the matter will be dealt with as speedily and impartially as possible.
6. Any complaint offered orally must be put in writing within SIX working days of the CO hearing the complaint.
7. The CO will notify the worker or member of the Group of the complaint received, outlining the issues and seeking a written response within SIX working days.
8. If it is possible to resolve the complaint at this point, the CO and Minister may take appropriate action to do so. If either party does not agree to the suggested course of action, then the matter must be referred to the Minister and Potentially Super Intendant of the Circuit or other such person mutually agreed to progress the matter. .

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