



## London Youth Games Complaints Procedure

### Different Types of Complaints

We are working at all times to deliver a great experience for all those involved in the London Youth Games, but recognise that sometimes things go wrong, or mistakes are made.

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

**Child Safeguarding and Protection** – Child Welfare is our number one priority. Because of this we have clear guidelines on reporting available so that any concerns about child welfare can be reported and acted upon immediately. This guidance is provided to all Team Managers and is available from any member of LYG staff or in the Safeguarding Policy [here](#).

**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 LYG 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 LYG, 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.

### Our Policy Statement

London Youth Games 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 do not look at complaints as unwanted and we are passionately committed to a process of continuous improvement. The complaints procedure is just one element.

We run more than 80 competitions in over 30 sports and work with more than 2000 volunteers and over a hundred thousand young people and recognise that sometimes things go wrong, or mistakes are made. This policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

This procedure is available on our web site and will form part of the induction process for staff and trustees. A copy will be sent to anyone making a complaint. Regular statistical reports will be provided to the Board.





## Why have we got a policy?

The objectives of this complaints procedure are to ensure that:

- any complaints that are received are investigated at the appropriate level in the organisation,
- all complaints are actioned in the most expeditious way,
- persons making complaints know how their complaint will be dealt with and
- wherever possible, lessons are learned.

## Who can complain?

We welcome feedback from anyone involved with the Games, no matter what their role. For the purpose of this policy all of these groups are referred to as customers.

Staff are asked to raise issues either with their line manager or under the internal grievance procedure. 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.

## Is it just a misunderstanding?

Even if customers do not regard a particular concern as a 'complaint', we would still like to know about it as it may help us deal with something we would otherwise overlook. These smaller things that go wrong or small misunderstandings can often be put right very quickly. We want to know about these; we want customers to get an acceptable solution very quickly but we also need to learn from the process.

In striving for excellent customer service, we realise that this is a high standard and in order to meet it, we need to be made aware of even the most minor failing. In order to avoid customers feeling that a minor issue is not worth raising as a complaint, we will take steps to encourage comment and constructive criticism at every level.

Training will be provided to all staff in dealing with all reported issues and misunderstandings. This training will include empowering them to resolve immediately any issue where our service level has not met our customers' expectations, if this is possible. Members of staff will record all issues dealt with in this way. The customer's name will not be included and the staff member will make an objective judgement on the cause of the problem and these will be analysed on a regular basis as part of our process of continuous improvement.

## 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 could 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 centrally, we have developed a transparent complaints procedure.





## Definition of a Complaint

A complaint is defined, for the purpose of this procedure, as a written record compiled by any customer of London Youth Games that is sent to the organisation to be registered.

To clarify, the definition “complaint” does not include a comment provided by individuals asking for a simple remedy to a minor problem.

## Integrity

During the process of dealing with a complaint we will be as open and transparent as possible. People raising complaints will be given full information about the progress of their complaint except in the cases mentioned below.

- If the complaint involves questions about the actions or competencies of individual members of staff or trustees, other processes may subsume the complaints procedure and London Youth Games may not be able to provide the person raising the complaint with all the relevant information. (For instance, employment legislation may prevent publication of the results of disciplinary processes).
- The legal requirements of the Public Interest Disclosure Act 1998 (Whistleblowers) may restrict the information that can be provided to persons raising complaints.

If either of these situations occurs the Chief Executive will provide an explanation without disclosing any restricted information.

To ensure confidentiality, information about the progress of a complaint will only be provided to the person making the complaint.

## Complaints Process

Customers 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 in order 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 greatly 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, the Administration Manager will explain this 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 Association, 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 the majority of cases the second review will be the final position of London Youth Games. 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 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.

If at any stage the customer making the complaint wants to stop a complaint from being progressed, the customer can do so in writing or email to the Chief Executive. London Youth Games reserves the right to continue to investigate serious complaints in these circumstances.

## Results of Complaints

From now on, the Board will receive a report once a year showing how many complaints have been received, the general nature of the problem and a list of remedial actions that have been taken. The Board may, at their discretion, require more frequent reports. A summary statement will be included, at the discretion of the Board, on our website ([londonyouthgames.org](http://londonyouthgames.org)).

## Continuous Improvement

London Youth Games strives to be a learning organisation and will further develop quality improvement procedures, which will include information received from this process. London Youth Games would appreciate feedback from complainants about their experience of London Youth Games' complaints procedure and may use this to improve the way complaints are managed in the future.





**Our contact details:**

Please email any complaints to [info@londonyouthgames.org](mailto:info@londonyouthgames.org) clearly marked for the attention of the Chief Executive Officer

Or post to:

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



[londonyouthgames.org](http://londonyouthgames.org)