

Flip The Script YOUTH CIC

COMPLAINTS PROCEDURE

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1. PURPOSE

This procedure ensures complaints are handled fairly, consistently, and in a way that protects children and young people. We welcome feedback and view complaints as opportunities to improve.

2. WHAT IS A COMPLAINT

A complaint is an expression of dissatisfaction about our services, staff, or volunteers that requires a response. This includes concerns about safeguarding practices.

3. HOW TO MAKE A COMPLAINT

Complaints can be made:

- Verbally to any staff member
- In writing via email or letter
- Via our website
- Anonymously if preferred

Email: contact@ftsyouth.org | kyra@ftsyouth.org | lylas@ftsyouth.org

4. COMPLAINTS PROCESS

Stage 1: Informal Resolution (5 working days)

Most complaints are resolved quickly by speaking to the relevant staff member or their manager.



Stage 2: Formal Investigation (15 working days)

If unresolved, complaint is investigated by senior management. Written response provided with findings and actions.

Stage 3: Appeal (10 working days)

Appeals can be made to the Board of Directors who will review the complaint and response.

5. SAFEGUARDING COMPLAINTS

Complaints about safeguarding are treated as serious concerns:

- Reported immediately to DSL
- LADO contacted if allegation against staff
- Children's social care/police involved as appropriate
- Complaint investigation may need to wait for statutory investigations

6. ANONYMOUS AND THIRD-PARTY COMPLAINTS

We accept anonymous complaints but may be limited in our ability to investigate fully. Complaints from third parties on behalf of young people are accepted, but we may need to verify with the young person.

7. TIMESCALES

We aim to respond within stated timescales. If delays occur, we will keep complainants informed and explain reasons for the delay.

8. OUTCOMES

Possible outcomes:

- Complaint upheld (in whole or part)
- Complaint not upheld
- Apology provided
- Policy or practice changed
- Staff training provided
- Disciplinary action taken



9. LEARNING

We review all complaints to identify learning and improvements. Themes and trends are reported to the Board quarterly.

