

## beYou Equality & Inclusion Policy

Version 1

Completed Date: 15<sup>th</sup> January 2025

Review Date: 15<sup>th</sup> January 2026

### 1. Policy Statement

beYou is committed to providing high-quality educational services and ensuring the satisfaction of all students, parents, staff, and stakeholders. We recognise the importance of addressing concerns and complaints promptly, fairly, and transparently. This policy outlines the process for raising and resolving complaints.

### 2. Purpose

The purpose of this policy is to:

- Provide a clear framework for addressing complaints.
- Ensure complaints are handled in a consistent, fair, and timely manner.
- Foster a culture of accountability and continuous improvement.

### 3. Scope

This policy applies to all complaints made by:

- Students and young people attending beYou programmes.
- Parents, guardians, and carers.
- Staff, volunteers, and contractors.
- External stakeholders and partners.

### 4. Principles

beYou is committed to ensuring that:

- Complaints are taken seriously and addressed promptly.
- Complainants are treated with respect and without discrimination.
- Investigations are thorough, impartial, and confidential.
- Outcomes are communicated clearly, and appropriate actions are taken.

### 5. Responsibilities

Management Team:

- Ensure the implementation of this policy.
- Oversee the complaints process and monitor outcomes.
- Take appropriate action based on the findings of investigations.

Staff and Volunteers:

- Listen to and acknowledge concerns raised by individuals.
- Escalate complaints to the appropriate person if necessary.
- Cooperate with investigations as required.

#### Complainants:

- Raise concerns as soon as possible to facilitate timely resolution.
- Provide accurate and detailed information to support the complaint.
- Engage respectfully with the complaints process.

## 6. Complaints Procedure

### *Stage 1: Informal Resolution*

- In the first instance, concerns should be raised directly with the relevant staff member or program lead.
- Many issues can be resolved quickly through open communication and mutual understanding.

### *Stage 2: Formal Complaint*

- If the issue is not resolved informally, the complainant may submit a formal complaint in writing to the designated Complaints Officer. The complaint should include:
  - Name and contact details of the complainant.
  - Details of the complaint, including relevant dates and individuals involved.
  - Any supporting evidence.

### *Stage 3: Investigation*

- The Complaints Officer will acknowledge receipt of the complaint within five working days.
- A thorough investigation will be conducted, which may involve:
  - Reviewing relevant documents and records.
  - Interviewing individuals involved.
  - Consulting external experts if necessary.
- The investigation will be completed within 15 working days where possible. If more time is required, the complainant will be informed.

### *Stage 4: Outcome and Resolution*

- The Complaints Officer will provide a written response outlining:
  - Findings of the investigation.

- Actions to be taken to address the complaint.
- An explanation of any decisions made.
- If the complainant is not satisfied, they may escalate the complaint to the Appeals Process.

#### *Stage 5: Appeals Process*

- Appeals should be submitted in writing to the Management Team within 10 working days of receiving the outcome.
- The appeal will be reviewed by a senior staff member not previously involved in the case.
- A final decision will be communicated in writing within 15 working days.

#### **7. Confidentiality**

All complaints will be handled with the utmost confidentiality. Information will only be shared on a need-to-know basis and in compliance with data protection regulations.

#### **8. Monitoring and Review**

- Complaints and their outcomes will be logged and reviewed regularly to identify trends and areas for improvement.
- This policy will be reviewed annually or following significant changes in legislation or organisational practices.

#### **9. Contact Information**

- Complaints Officer: Rob Brown – Managing Director – robert@firststep-sports.co.uk
- Management Team Contact: Sam Gould – Operations Director – samantha@firststep-sports.co.uk

#### Approval and Sign-Off

This policy has been approved by the management team and is effective from 15/01/2025.

Signed:

Rob Brown

Managing Director

beYou, First Step Sports Group

