



Young Climate Warriors Complaints Procedure

Young Climate Warriors is committed to providing high-quality services. We value feedback and take complaints seriously as an opportunity to learn and improve. This policy covers complaints about our services, staff, volunteers, and fundraising activities.

This policy applies to all Young Climate Warriors supporters, members, volunteers, staff and trustees,

How to Make a Complaint:

- 1.1 **Informal Resolution (Stage 1):** In the first instance, please contact the person you were dealing with to resolve the issue quickly.
- 1.2 **Formal Complaint (Stage 2):** If unresolved, or for serious matters, put your complaint in writing to Katrina Judge - katrina@youngclimatewarriors.org
- 1.3 **Include:** Your name, contact details, what happened, when it happened, and how you would like us to resolve it.

Our Procedure:

- 2.1 **Acknowledgment:** We will acknowledge your complaint within 5 working days.
- 2.2 **Investigation:** A manager independent of the issue will investigate.
- 2.3 **Response:** We will provide a full written response within 20 working days. If we cannot, we will explain why and provide a new date.

Appeal Process (Stage 3):

- 3.1 If you are not satisfied with the response, you may appeal in writing to our Board of Trustees within 14 days of the decision letter. The decision of the Board of Trustees is final.

Confidentiality & Recording:

- 4.1 Complaints are treated confidentially, complying with GDPR. We record all complaints to identify trends and improve services.



- 4.2 All complaints records will be retained for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed).

External Review:

- 5.1 If you remain dissatisfied, you may contact: England/Wales: The Charity Commission or the Fundraising Regulator, or Scotland: OSCR.

Staff training:

- 6.1 All staff and volunteers have been made aware of this Complaints Procedure.
- 6.2 All staff know the importance of taking time to understand the nature of the complaint.
- 6.3 All staff know the need to record details of the complaint including date, details of investigations undertaken, and copy of all communications regarding the issue.
- 6.4 All staff know how to handle and record complaints, even if they are made verbally.

Policy Review and Updates:

- 7.1 This Complaints Procedure will be reviewed periodically and updated as necessary to ensure it remains accurate and relevant.
- 7.2 Any updates to this procedure will be communicated through our website or other appropriate means.

Contact details:

Chair of Trustees: katrina@youngclimatewarriors.org

Dated: 26th February 2026

Reviewed: 11th March 2026.

We are committed to reviewing our policy and good practice annually.

This policy is due for review in November 2026.