

Date of issue	2014	Reviewed	Sept 2025	Next review	Sept 2027	Approved by	Children's Committee
For	Employees, volunteers, students, visitors, members						



Complaints Policy

Introduction

Ride High always welcomes suggestions on how to improve Ride High and we will give prompt and serious attention to any concerns about the running of Ride High. In addition to this Complaints Policy, we have various written policies setting out how we deal with any concerns raised.

- Our Grievance Policy sets out the procedures for dealing with grievances of Ride High employees and volunteers.
- Our Safeguarding Children Policy sets out the procedures for dealing with a parent/carer's concerns about unacceptable behaviour or possible abuse by another child or young person (hereinafter together referred to as "young people"); or where an allegation of unacceptable behaviour or abuse is made against a Ride High Trustee, employee or volunteer by a young person or their parent/carer.
- Our Equal Opportunities, Diversity and Inclusion Policy sets out the procedure to assist any Trustee, employee/volunteer, young person, service provider or referrer who believes that they have suffered any form of discrimination, bullying, harassment or victimisation within Ride High.
- Our Whistleblowing Policy sets out the procedures for reporting concerns about suspected wrongdoing, illegal activity, misconduct, financial irregularities, risks to health and safety, safeguarding concerns, or any other matter that may be in the public interest. Employees, volunteers and others raising such concerns should refer to the Whistleblowing Policy where appropriate. Concerns raised under the Whistleblowing Policy will be handled in accordance with that policy rather than through the Complaints Policy.

This Complaints Policy sets out the procedures for dealing with any other concerns that a young person or his/her parents/carers or a referrer may have about Ride High, its practices or any of its Trustees, employees or volunteers, or any of its members.

We anticipate that most such concerns will be resolved quickly by an informal approach to the Children's Manager or the CEO. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. The key objective of this Complaints Policy is to bring

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all concerns about the running of Ride High to a satisfactory conclusion for all of the parties involved.

Procedures

Stage 1

Any parent/carer, referrer or young person ("the Complainant") who has a concern about an aspect of Ride High's provision should firstly talk over his/her concerns with the CEO (or if it concerns the CEO, with the Chair of Trustees). Most complaints should be resolved amicably and informally at this stage.

When the complaint is resolved at this stage, the main points are recorded in the Ride High complaints file, and any relevant written correspondence or evidence is stored there.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the Complainant should put the concerns or complaint in writing to the Chief Executive or Chair of Trustees.

The Chief Executive and/or the Chair of Trustees will investigate the complaint and then may invite the Complainant to a meeting to discuss the outcome. The Complainant must be informed in writing of the outcome of the investigation within 28 days of making the complaint.

When the complaint is resolved at this stage, the main points are recorded in the Ride High complaints file, and any relevant written correspondence or evidence is stored there.

Stage 3

If at the Stage 3 meeting the Complainant and Ride High cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. (S)he can hold separate meetings with any of the Chief Executive, Chair of Trustees and the Complainant, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice (s)he gives.

Stage 4

When the mediator has concluded her/his investigations, a final meeting between the Complainant, the Chief Executive (or the Chair of Trustees) will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The

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mediator's advice will be used to reach this conclusion. The mediator will be present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, will be made. Everyone present at the meeting will sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. The main points will be recorded in the Ride High complaints file, and any relevant correspondence or evidence is stored there.

External Complaints and Escalation

If the Complainant remains dissatisfied after Ride High's internal complaints procedure has been fully exhausted, they may seek advice from or refer their complaint to an appropriate external organisation, depending on the nature of the complaint.

Examples include:

- The Charity Commission for concerns relating to the governance or administration of the charity.
- The Information Commissioner's Office (ICO) for concerns regarding the handling of personal information or data protection matters.
- The Local Authority Designated Officer (LADO), Children's Services, the Police, or other appropriate statutory agencies where safeguarding concerns are involved.
- Any relevant regulatory, funding, commissioning or professional body where the complaint falls within that body's remit.

Ride High will cooperate with any legitimate investigation undertaken by an external body and will provide relevant information where legally permitted and appropriate to do so.

The completion of Stage 4 represents the conclusion of Ride High's internal complaints process. Complainants will be informed of their right to seek independent advice or to contact an appropriate external organisation if they remain dissatisfied with the outcome.

Training and awareness

A copy of this Policy will be shown to all employees and volunteers (where appropriate), and each must indicate they have read and understood it. It will also be made available to all referrers and members and/or their parents/carers, and shown to all students undergoing training with Ride High.

Approval and review

This Complaints Policy was approved at a Board Meeting of the Trustees. It will be reviewed bi-annually, or more frequently if appropriate.

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