Growing2gether Young Person’s

Complaints Procedure

For our programme participants

At Growing2gether we take young people’s safety and emotional wellbeing very seriously. We always
want you to let us know if there is something you are not happy with on our programmes!

**Here is what we suggest you do if you have experienced something that you
would like to raise a complaint about:**

– If it feels safe and right to do so, speak directly to one of your facilitators.

– If your complaint is directly about one of the facilitators, you may not feel comfortable or safe to speak
to them directly, in which case, speak to the other facilitator who will discuss with you what to do next.

– If you do not feel safe to talk to either of your facilitators, please address your concern with the teacher responsible for the recruitment of our programmes:

School: …………………………………………………………………….

Teacher: …………………………………………………………………..

– If you do not feel safe or comfortable to speak to the above teacher either, please raise your concern
or complaint with any adult (teacher/parent/carer) with whom you feel safe.

**Never stay quiet if you have been hurt by, or uncomfortable with, something that has happened during
our programmes, this is very important!**