

MCYC and TNCC Trust Complaints Policy

Reviewed: January 2026
Review due by: January 2029

1. Introduction

Merseyside Christian Youth Camps (MCYC) is a facility of the Tyn-y-Nant Christian Centre (TNCC) Trust, which holds overarching responsibility for its governance. The MCYC Council has been entrusted by the Trust to manage the day-to-day operations, including handling complaints. This policy applies to complaints related to the services provided by MCYC and the actions of the TNCC Trust, including, but not limited to, the management and maintenance of the site and buildings. The aim is to provide a fair, transparent, and responsive complaints procedure that addresses the needs of service users and individuals interacting with the Trust.

Note on Communication: For the purpose of this policy, “in writing” includes, but is not limited to, communications sent via email and electronic attachments. This ensures that communication is both efficient and traceable. Physical letters will be used only if specifically requested by the complainant, with the understanding that this may impact response times.

2. Who can complain?

This procedure is available to:

- Anyone who is receiving a service from MCYC or who has been refused a service, including children, young people, and volunteer leaders.
- Individuals or groups raising complaints about the actions or responsibilities of the TNCC Trust, including matters related to the management of the site and buildings.

3. Nature of complaint

3.1 The complaint can be about any aspect of the service provided by MCYC or the actions taken by the TNCC Trust.

3.2 If the complaint concerns allegations of abuse against a child, the child protection procedures will be followed, and the allegations referred to the local authority for investigation.

3.3 If the complaint concerns allegations of a criminal offence, the matter will be referred to the Police.

3.4 In the event of a complaint being referred to a different procedure, a full explanation will be given to the complainant.

4. Informal resolution of a complaint

4.1 A copy of the MCYC complaints policy will be available on the MCYC website. A full copy of this complaints procedure will be provided to service users on request.

4.2 When a service user is at Camp and indicates to a volunteer member of staff that they want to make a complaint, this will be communicated to the Director of the week as soon as practicable.

4.3 If the complaint is about the Director of the week, the complaint should be made to an Assistant Director.

4.4 If the service user wishes to make an informal complaint outside of camp (e.g., after camp or during the off-season), they should write to the Chair of the MCYC Council outlining the nature of their complaint and their desired resolution.

4.5 Complaints about the actions or responsibilities of the TNCC Trust, including the management of the site and buildings, should be addressed to the **Chair of the TNCC Trust**. The Chair will determine if the complaint can be resolved informally or if it requires a formal procedure.

4.6 The Director, Assistant Director, Chair of the MCYC Council, or Chair of the TNCC Trust will speak to the complainant to discuss the nature of the complaint and seek their agreement to the matter being dealt with informally if this is appropriate. If this is not given, they will discuss with the complainant whether the formal procedure should be implemented. Examples of when a complaint would escalate to a formal procedure include:

- **Repeated Complaints:** If the complainant has raised the same issue multiple times without a satisfactory outcome.
- **Serious Allegations:** If the complaint involves significant misconduct or breaches of policy.
- **Failure of Informal Resolution:** If an informal resolution attempt does not lead to an agreed outcome.
- **Request by Complainant:** If the complainant requests a formal investigation due to dissatisfaction with the informal process.

4.7 If there is agreement to proceed towards informal resolution, the relevant person will investigate the substance of the complaint and attempt to reach a resolution of the matter that is acceptable to the complainant.

4.8 If the complainant is satisfied with the outcome being suggested, the matter will be concluded. If not, the complainant will be offered the option of taking the complaint to the next level, and the MCYC Executive or the TNCC Trust will deal with the matter, as applicable.

4.9 Whoever deals with the complaint will write a report outlining the nature of the complaint and the outcome. A copy of this report will be sent to the complainant, and a copy forwarded to the Chair of the MCYC Council or TNCC Trust and retained on the Complaints File.

4.10 The aim should be for informal resolution of a complaint to be achieved as soon as possible, but in any case, neither of the two stages should individually be longer than 28 days.

4.11 If the matter is still not able to be resolved, the complainant will be offered the option of instituting the formal procedure.

5. Formal procedure

5.1 The complainant will be asked to write to the **Complaints Officer**, stating the nature of the complaint and their wish for the complaint to be investigated under formal procedures.

5.2 The **Complaints Officer** will commence an investigation of the complaint and, as part of this process, will form a panel consisting of members of the MCYC Council and/or TNCC Trustees, depending on the nature of the complaint and who is most qualified or skilled to deal with it. The panel members will be chosen based on the following criteria:

- **No conflict of interest:** Members selected must not have any prior involvement or personal interest in the complaint.
- **Relevant expertise:** Members will be chosen for their knowledge and experience pertinent to the nature of the complaint.
- **Impartiality:** All panel members must be unbiased and capable of making fair judgments.

The **Complaints Officer** will ensure that the appointed panel is fair and suitable. The rationale for the selection of panel members will be documented and can be provided to the complainant upon request to ensure transparency and build trust in the process.

A report on the investigation will be provided as soon as possible, but in any case, within 28 days of the start of the investigation.

5.3 A written response will be made to the complainant on the action to be taken by MCYC or the TNCC Trust in response to the complaint. The complainant will have 28 days from the date of receiving this response to contact MCYC or the TNCC Trust if they remain dissatisfied. If no further contact is received within this 28-day window, the matter will be considered closed.

5.4 If the complainant is satisfied with the response, the complaint is concluded. If MCYC or the TNCC Trust does not receive any further contact from the complainant within the 28-day window specified in Section 5.3, the complaint will be considered closed, and the papers relating to the complaint will be filed on the Complaints File.

5.5 If the complainant is not satisfied with the outcome, they will be offered the opportunity to make representations either in writing or in person to the panel of trustees.

5.6 The panel will have had no prior involvement in the consideration of the complaint but will review all the reports available and consider them in light of the representations from the complainant. They will also be entitled to interview the members of TNCC Trust to help clarify any of the issues raised by the complaint.

5.7 The panel will reach a conclusion on the action to be taken by TNCC Trust in response to the complaint, and this decision will be final.

5.8 A complainant who remains dissatisfied at this stage will be informed that MCYC's Complaints Procedure is concluded, and they will be advised that the decision by the TNCC Trustees is final within the organisation. If the complainant believes that their issue pertains to the overall governance or management of the charity, they may raise their concerns with the **Charity Commission**, which acts as an external body overseeing charitable operations in the UK. The **Charity Commission** will only consider complaints related to the governance and running of the charity, rather than individual disputes.



5.9 A report of the complaint will be retained on the Complaints File and communicated to relevant parties in writing, which includes email and electronic attachments.

6. Notification of decision

The **Complaints Officer** will ensure that the Executive panel includes members who have not been involved in the consideration of the complaint, ensuring an impartial review. The rationale for selecting the panel members will be documented and made available to the complainant upon request. The complainant will be notified in writing of the panel's decision, together with their reasons and any actions taken as a result of the complaint. Communication will be sent via email, including any attachments as necessary, unless the complainant has requested physical letters, understanding that this may affect the response timeframe.

7. Review of complaints

7.1 The **Complaints Officer** will compile an annual review of all complaints made against MCYC and the TNCC Trust, including their outcomes and any actions taken.

7.2 This review will be presented at a **TNCC Trust** meeting, where complaints are a standing agenda item. The Trust will assess the effectiveness of the complaints procedure, identify any recurring issues, and make any necessary changes to policies or practices to improve service and governance.

7.3 A summary of key findings and procedural changes, if any, will be communicated to relevant stakeholders to ensure transparency and continuous improvement.

7.4 The review will ensure that the complaints procedure remains effective, transparent, and aligned with best practices and legal obligations.