

APPENDIX 2

COMPLAINTS PROCEDURE IN RELATION TO WORKING WITH CHILDREN/YOUNG PEOPLE

The association of “Generation House Bissiang/Rüschlikon” will do all in its power to create a safe environment, ensuring the safety and welfare of all children/young people with whom we work (and work for).

This complaints procedure is designed to meet any situation where children/young people are not happy with the way the children/young people were treated while they were in our generation house or at an event/activity run by our generation house.

Complaints can be made by:

- Children/young people involved with the generation house
- Their parents/guardians;
- Youth workers/church staff members working with the children/young people;
- Other advocates on behalf of children/young people.

Complaints Procedure:

1. If the complaint is in relation to the safety and welfare of children/young people the complaint should be made to the Regional Child Protection Officer of the generation house.
2. Other complaints should be made to the person with whom the child/young person dealt with. If one prefers, one can make such complaint also to the president of the Cameroonian association “Generation House Bissiang/Rüschlikon”

Complaints can be made in writing or orally.

Information required:

- The name and address of the child/young person affected and the project in which they were working.
- The name and address of the parent/guardian or other adult who is making the complaint.
- The exact problem and the name of the official(s) who dealt with you. You may find it better to put it in writing so as to include all-important details. Please include copies of all relevant documentation/correspondence in your possession.

- Should you have any problem in making a complaint, please inform the president of the association “Generationenhaus Rüschtikon/Bissiang” in Rüschtikon/Switzerland”.

Our Procedure for dealing with complaints

- If the complaint relates to the safety and welfare of a child/young person, it will be examined in accordance with good practice in relation to the safety and welfare of children/young people;
- We will treat your complaint properly, fairly and impartially and in the best interests of the child/young person
- An official other than those originally involved will examine your complaint;
- We will examine and review your complaint and send a reply to you within 30 working days of the receipt of your complaint. Where this is not possible to meet this target, we will let you know and deal with the matter until it is resolved;
- We will apologize for any mistreatment of the child/young person, explain what happened, put it right wherever possible and change things to avoid making the same mistake in future.

Appeal

If you are unhappy about the outcome of the review you can appeal the matter to the president of our sister association in Switzerland “Generationenhaus Rüschtikon/Bissiang” within a month of the review.