



Ballymun Regional Youth Resource - BRYR

Youth-Friendly Complaints Policy

1. Your Right to Speak Up

At BRYR, we want you to feel safe, respected, and listened to. If you are unhappy, worried, or uncomfortable about something in BRYR or the Reco, you have the right to complain.

You will not get into trouble for making a complaint.

2. What Can I Complain About?

You can complain if:

- You feel you were treated unfairly
- You are unhappy with how a staff member or volunteer acted
- You don't feel safe or respected
- You are unhappy with how a programme or activity is run

If you are worried about your safety or someone else's safety, tell a staff member straight away. This will be dealt with under BRYR's safeguarding rules.

3. Who Can Make a Complaint?

Anyone attending the Reco can make a complaint, including:

- Young people
- Parents or guardians
- Staff or volunteers

4. How Do I Make a Complaint?

Step 1: Talk to Someone

If you feel comfortable, you can:

- Talk to a youth worker you trust
- Talk to the Project Leaders/Facilities Manager/Youth Service Manager

Many problems can be sorted just by talking things through.

Step 2: Make a Formal Complaint

If the problem is not sorted, or you don't want to talk about it in person:

- You can write it down (or ask someone to help you)
- You can give it to our Project Leaders, Facilities Manager or Youth Service Manager

Try to include:

- What happened
- When it happened
- Who was involved

You can also ask someone you trust to help you make the complaint.

5. What Happens Next?

- BRYR will listen carefully and take your complaint seriously
- You will get a response as soon as possible
- BRYR will explain what they found and what will happen next

If it takes longer than expected, we will let you know.

6. What If I'm Still Not Happy?

If you are not happy with the response:

- You can ask for the complaint to be looked at by the BRYR's Board of Directors
- Their decision will be final

7. Will My Complaint Be Kept Private?

Yes. Your complaint will be handled confidentially (as privately as possible). Only the people who need to know will be told.

8. Can I Complain Without Giving My Name?

Yes, you can make an anonymous complaint. However, it may be harder for BRYR to fully investigate it without more details.

9. Remember

- Your voice matters
- It's okay to speak up
- Complaints help BRYR make things better

If you need help or want to talk, just ask a staff member.

This Complaints Policy was approved by the BRYR Board of Directors on the 26-1-26.

Chairperson: Miriam Brown
Miriam Brown

YSM: Geraldine Comerford
Geraldine Comerford

Date: 26-1-26

Date for Review: JAN 2029