Young People's Complaints Policy (v1.1 March 2026)

adventure learning community

Introduction

We promise to do the best we can and always listen to you. This could be if you have an idea, if you would like to see something done differently, if you would like to make a compliment or if something has upset you and you want to complain about a service that you have experienced at Àban.

If you have an idea

Listening to what you've got to say helps us to improve what we offer to other children and young people. If you have an idea please don't hold back, we'd love to hear from you! You can tell a member of staff or you could speak to one of our Youth Reps.

If something isn't right

If there's anything we've done to make you feel upset about Àban you can complain so that we can try to put things right:

- Tell any member of staff – we're a small team and you can always find us at the Welfare Hall.
- If you prefer you can call us, email us or write us a letter
- You can ask an adult like a parent or teacher to help you make a complaint
- When you make a complaint, you will need to let us know who or what your complaint is about and tell us how you would like us to get back in contact with you. We can e-mail you, we can call you or we can write to you. Whatever works best for you.

What happens after I complain?

We will try to sort out your complaint as quickly as we can. Sometimes we can do this straight away by talking it through with you. Sometimes we will need to speak to other people to find out what has gone wrong. You will get an acknowledgment within 3 working days, that's simply us confirming that we've got your complaint, and to tell you who is looking into it so you can keep in touch with them. We aim to respond to your complaint in full within 10 working days. If you are not happy with what Àban says, you can appeal. When you make an appeal, Àban will again let you know that we've got your appeal, and will get back to you with an answer to the appeal in 10 days.

Need some help?

Remember that if any of this is confusing or scary you can always to an adult you trust, for a example a parent or a teacher who can help you to complain.

How to get in touch with us

Our phone number is 01463 718989. You can email us on info@aban.scot, or write to us at Merkinch Welfare Hall, 30 Grant Street, Inverness IV3 8BN. The current list of Youth Reps is online here.