

Complaints Policy

Aim

Youth@Heart (The Charity) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person/organisation that has made the complaint.

Definition

A complaint is an expression of dissatisfaction about any aspect of The Charity, including its board members, management team, staff, volunteers and/ or its practice.

Objective

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise our complaints procedure so that people know how to make a complaint.
- To make sure everyone at The Charity knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us improve what we do.

Making a complaint

- 1) If you are happy to speak to the person about whom you have a complaint ~~please~~ do so. If you wish to speak to someone else or are not satisfied with the response from the person you are complaining about see 2) below for formal complaints procedures.
- 2) All formal complaints should be made in writing, directly from the individual or organisation making the complaint or via someone acting on their behalf to: The Board of Trustees, Youth@Heart, Wick Court Cottage, Priding, Saul, GL2 7LG
- 3) We aim to respond to all complaints we receive within 5 working days of receipt and aim to resolve the issue at your first contact with us. However, if further investigation is required or your complaint is more complex, we will confirm that we have received your complaint and the steps we are taking to investigate further. In such cases we will provide a full response within 30 working days and will keep you updated throughout this time.

Note: At all stages, the person making the complaint has the right to be represented by an advocate or person of their choice.

Should the complaint involve misconduct by a volunteer or staff member, then the disciplinary/grievance procedure may be started at any stage. Should this procedure begin, then the complaints procedure will wait for this outcome.

Who is not covered by this policy?

Complaints relating to serious incidents such as fraud, corruption or safeguarding concerns will be dealt with through the Charity's relevant policies and procedures.

COMPLAINTS PROCEEDURES

This Complaints Policy, and the Procedures detailed above were agreed and ratified at a meeting of the Board of Trustees on:

Name:.....

Signed:.....

Date:.....

Review Date	September 2019
Reviewed By	Trustees