



FEEDBACK, COMPLIMENTS, AND COMPLAINTS POLICY AND PROCEDURE

Introduction

Youth Connect South West (YCSW) is committed to being recognised by young people, local communities, partners, and commissioners as an excellent provider of services to young people.

The Organisation upholds and is committed to the following values:

- Keeping young people safe – working in the best interests of young people and putting them at the centre of everything we do
- Collaboration – working with families, communities, and other stakeholders to make things better for young people.
- Meeting expectations – going “the extra mile” to support young people.
- Inclusion – being there for all of those who need us.
- Determination and creativity – modelling the importance of trying new things, continually learning, and never giving up.

This Policy and procedure provide a framework for young people, the public and partners to be able to give feedback give a compliment or make a complaint.

Definitions

Feedback:

Constructive feedback is letting the organisation and people know in a helpful and positive way how they are doing, it can be positive or negative. This policy enables people to give feedback if they do not wish to make a complaint or a compliment. It will help YCSW review how it delivers services and enable improvements.

Compliment:

“An expression of praise, commendation, or admiration,” receiving a compliment for a job well done is a positive thing for the individual and organisation. YCSW welcomes compliments about its work as an organisation and individually. All compliments are passed on to the manager, team and individual.

Complaint:

A complaint is an expression of dissatisfaction whether justified or not about any aspect of YCSW services or individuals who are employed or volunteers including Trustees.

Examples of complaints:

- A complaint can include an allegation of lack of action by the service which has affected a group or individual.
- A complaint that the organisation has failed to observe proper procedures.
- A complaint about how an individual has been treated by the organisation.

Where do feedback, compliments and complaints come from?

- Feedback, compliments, and complaints can come from any person or organisation that has a legitimate interest in YCSW.
- Feedback, compliments, and complaints can be received verbally.
- This Policy and Procedure doesn't cover internal complaints from staff members who should use YCSW Disciplinary, Grievance or Whistle Blowing Policy.

Confidentiality

All complaints are handled in a sensitive and confidential manner; we will only tell those who need to know in line with YCSW Data Protection and Information Sharing Policy.

Feedback, compliments, and complaints procedure

All feedback, compliments and complaints can be made Via our website or in writing or verbally.

Publicised contacts details for complaints:

- Youth Connect South West, Southside Youth Hub, Kelston View, Whiteway, Bath, BA2 1NR.
- Contact@ycsw.org.uk or Tel 01225 396980
- Website: feedback, compliments, or complaints form on our website <https://www.youthconnectsouthwest.org.uk/feedback-and-complaints>
- in person to any member of staff, volunteers, or trustees
- If a young person is making a complaint their first point of contact should be their own worker or the youth worker leading the youth club session.

Feedback, compliments, and complaints received via the website will be sent to the Head of Operations or in their absence the relevant Program manager who will discuss with the respective Program manager or Team leader and agree the approach and the appropriate person to respond.

Feedback, compliments, and complaints can be received from any of the channels above, it is important that any verbal communication is recorded.

The person who receives verbal feedback, compliments or complaints should:

- Record in writing all the facts, take the person/organisation's name and contact information.
- Note down the relationship to YCSW, is it a service user or partner/funder/member of the public?
- If it is a complaint explain we have a complaints procedure, what will happen next and how long it will take.
- If appropriate ask the complainant to put the complaint in writing or email, so it is recorded in their own words, support can be offered to enable the individual to do this.

All feedback, compliments and complaints will be acknowledged within 5 working days where appropriate, it may be that some feedback and compliments do not want a reply and can be anonymous.

Dependant on the nature of the complaint it may go directly to stage Two, if it is felt that the complaint can't be resolved at stage one.

Complaints Process

Stage One

In many cases the person responsible for the issue being complained about is the best person to resolve the complaint, if you feel you can talk to the worker involved this is often the best way forward, this way it can be resolved quickly and promptly, this can be done either verbally or written to the person if you feel that is the best way to explain your complaint

Complaints should be acknowledged within 5 working days by the person handling the complaint; the acknowledgement must say who is dealing with it and when they can expect a reply. A copy of the complaint's procedure must be sent with this reply.

Complaints wherever possible will be resolved within 7 working days, if this isn't possible the complainant should be kept up to date and a progress report of their complaint sent to them with an indication of when they will get a full reply. Whether the complaint is justified or not a full report will be issued with conclusions and any actions undertaken.

The complaint will always be passed to the line manager within 7 working days and then pass to the Head of Operations or in their absence the relevant Program Manager who will record it in the secure complaints log.

The manager should review the complaint to ensure the person handling stage one of the process is the correct person and is dealing with it effectively.

If the complaint relates to a specific person, then they should be informed and given an opportunity to respond.

Stage Two

If the complainant feels that the complaint hasn't been satisfactorily resolved at Stage One, they can request the complaint is reviewed by a Program Manager, once the request is received, they will have 7 working days to acknowledge the complaint has been received and then another 20 working days to respond. The acknowledgement must say who is dealing with the complaint and when they can expect a reply within the 20-day period.

The manager must review the complaint and investigate the facts for themselves, this can include reviewing all the paperwork and speaking to individuals and managers involved. If the complaint relates to a specific person, they should be informed and have an opportunity to respond further. The person who dealt with the original complaint at Stage One should be kept informed of progress.

Complainants should be informed of the outcome of their complaint within 20 working days wherever possible however if the investigation has led to other procedure being implemented such as a disciplinary procedure this may not be possible. If this occurs, they should be given a progress report at 20 days. Whether the complaint is justified or not a full report will be issued with conclusions and any actions undertaken.

If the complaint has not gone via Stage One, please ensure the Head of Operations has recorded this in the secure complaints log.

Stage Three

If the complainant feels that the complaint hasn't been satisfactorily resolved at Stage Two, they can request the complaint is reviewed by the Head of Operations, this request must be acknowledged within 7 working days. The Head of Operations must review the

complaint and investigate the facts for themselves, this can include reviewing all the paperwork and speaking to individuals and managers involved.

If the complaint relates to a specific person, they should be informed and have an opportunity to respond further. The persons who dealt with the original complaint at Stage One and Two should be kept informed of progress. Complainants should be informed of the outcome of their complaint within 20 working days wherever possible however if the investigation has led to other procedures being implemented such as a disciplinary procedure this may not be possible. If this occurs, they should be given a progress report at 20 days. Whether the complaint is justified or not a full report will be issued with conclusions and any actions undertaken.

Appeals

If the complainant is unhappy with the outcome of the complaints process appeals against the outcome of the complaint can be taken to the CEO and Nominated Trustee. They will review the paperwork and decide to uphold the decision or not.

The decision at this stage is final unless the Board decides to seek external assistance with the resolution of the complaint.

Escalation to External bodies

If the complainant is unhappy with the outcome of the complaint, they can do the following:

- They can contact the Local authority Ombudsman on 0300 0610614 or the Charity Commission.
- If the complaint relates to YCSW fundraising activity the person may take their complaint to the Fundraising regulator. Complaints can be made via <https://www.fundraisingregulator.org.uk/complaints> or by calling 0300 9993407 or writing to the Fundraising regulator, 2nd Floor, CAN Mezzanine building, 49-51 East Road, London, N1 6AH.
- If you are a child or young person, we can put you in touch with the advocacy service at [Off the Record](#). You can ask for a friend or relative to speak or write to us for you.

- If you are an adult wishing to make a complaint, there is an advocacy service called [Complaints Procedure Advocacy \(CPA\)](#) at the Care Forum, which can provide support.
- If the complaint relates to work carried out on behalf of the Council. Please contact Sarah Watts the independent Complaints Officer or email complaints_cypandadults@bathnes.gov.uk or telephone 01225 – 395032, where you can discuss your complaint confidentially.

Variation of the Complaints procedure

If the complaints relate to the CEO, Head of Operations, or a Trustee there may be a conflict of interest, in this case the Board of Trustees will nominate a trustee who the complaint is not about to investigate the complaint.

Keeping Staff informed

It is important that if a complaint is about a member of staff that they are kept fully informed and can put their side of the story, the timing of this can depend on the nature of the complaint. This will be the responsibility of the person managing the complaint in line with the staff member's manager.

Monitoring and Learning from Complaints

Complaints are reviewed and audited annually to identify trends which may mean taking further actions by the CEO and presented to the Board of Trustees.

Persistent and vexatious Complaints

At times complaints can become vexatious and /or persistent causing undue stress for staff and resulting in a disproportionate use of YCSW resources, in dealing with such situations a senior manager will ensure the complaints procedure has been correctly implemented and that no material element of a complaint has been overlooked or inadequately addressed.

Where a complaint is deemed vexatious or persistent considered having no genuine substance YCSW reserves the right not to investigate, in this situation YCSW will notify the complainant within 20 working days. The complainant still has the right to complain via an external body as indicated earlier in this document.

What happens after my complaint has been resolved?

- We will store your complaint (if not about a member of staff) for 2 years.
- All complaints about staff will be kept while the member of staff is in post and then destroyed after 6 years.
- All complaints will be reviewed after 12 months. This is so that we can use this information and any lessons learnt to improve our services.

Appendix One

Website complaints form (this will be info boxes) and complaints summary.

Feedback, Compliments and Complaints form – to be completed.

Youth Connect South West Feedback, compliments and Complaints Summary

At YCSW we encourage feedback from young people, and we welcome compliments and complaints.

**Do you wish to make a complaint, pay a compliment, or leave some feedback?
If so, complete the following form on the website.**

Name	
Address	
Contact details Tel/email.	
Subject	
Complaint	
Compliment	

Feedback	

Other ways to contact us.

Phone: 01225 396980

Email: contact@ycsw.org.uk

Or speak to a member of staff.

What will happen next if you have made a complaint?

When you make a complaint, there are different stages you can go to depending on whether you think your complaint has been resolved or not. You can go directly stage two.

Stage One: Please talk directly to the staff member involved and see if the complaint can be resolved quickly and promptly, if possible, it will be resolved within 7 working days. If it is not resolved you must go to stage 2,

Stage Two: If your complaint is not resolved you can request the complaint to be investigated by a senior manager, you will see receive the outcome of your complaint within 20 days.

Stage Three: If you aren't happy with the response from a senior manager you can ask for your complaint to be reviewed by the CEO, you will receive the outcome of this review within 20 working days.

Appeals

If you are unhappy with the outcome of the complaints process, you can appeal to the Board of Trustees

The CEO and nominated Trustee will review your complaint and decide to uphold the paperwork. The decision at this stage is final unless the Board decides to seek external assistance with the resolution of the complaint.

If you are unsure of what to do at any point, please ask for help.

What happens after my complaint has been resolved?

We will store your complaint for 2 years and all complaints will be reviewed after 12 months. This is so that we can use this information and any lessons learnt to improve our services.