



## Complaints Policy and Procedure

### Introduction

Youth Works make every effort to ensure that all learners, service users, parents and visitors are satisfied with the service they have received from the organisation. Occasionally, a complaint may be made against some aspect of the service received, whether justified or not, which requires a response and in some cases, needs to be redressed. All complaints received by Youth Works will be treated seriously and dealt with efficiently. Wherever possible, Youth Works aims to resolve any complaint promptly and informally. Youth Works will also do their best to learn from the complaint made and take the appropriate action.

### Procedure

If you feel you have cause to complain:

1. Share your concern with the appropriate person as soon as possible. This may help to achieve a prompt and effective resolution to the problem.
2. If you are not satisfied with the outcome, your concerns should be put in writing and sent to the Cindy Wrighting, Chief Executive Officer at the Keystone Centre, 97 Rockingham Road, Kettering, NN16 9HX or emailed to [cwrighting@youthworksnorthamptonshire.org.uk](mailto:cwrighting@youthworksnorthamptonshire.org.uk)
3. If you remain unsatisfied with the response you receive, you should make a formal complaint to the Chair of Trustees.

When Youth Works receive a written complaint, the following action will be taken:

1. The complaint will be recorded and filed in Youth Works' Compliments and Complaints file.
2. You will receive an acknowledgement either by email or letter within 5 working days of receipt of your complaint.
3. Once your complaint has been fully investigated, a decision will be made whether to uphold the complaint fully, uphold the complaint partially or not to uphold the complaint.
4. You will receive written notification of the findings and recommendation, either by email or letter, within 5 working days of the decision being made.
5. A copy of the findings and recommendations will be made available for inspection on the Organisation's premises by the Chair of the Board of Trustees and the Chief Executive Officer.

If the complaint is upheld, either in full or partially, the following action will be taken:

- We will offer an explanation and issue a formal apology.

- We will confirm any remedial action taken to ensure that the problem does not happen again.

## Appeals

If you are still not happy with the outcome, an appeal should be made to the Board of Trustees, within 10 working days of receiving notification of the outcome of the investigation.

The appeal will be dealt with as follows:

1. The appeal will be heard by a committee of 3 individuals, not directly involved in the matters of the complaint, appointed by the Chair of Trustees. At least one member of the committee will be independent of the management and running of the Organisation. The appeal will be heard within 20 days of the appeal being received. In circumstances whereby twenty working days is impractical, this period may be extended with the agreement of Youth Works and yourself.
2. The meeting will be arranged at a time which is convenient for yourself and the committee members and all relevant documentation will be submitted to all parties at least 5 working days prior to the meeting.
3. You may choose to be accompanied by a representative or friend at the appeal hearing. The Chief Executive Officer should be notified, in writing prior to the meeting, of any person who will be accompanying you.
4. At the end of the appeal hearing, the panel will consider the issues and write to yourself, the complainant, and where relevant, the person complained about, with their decision within 5 working days.

A written record will be kept of all formal complaints (regardless of whether they are upheld). The record will also include details of how the complaint was resolved, whether it went to an appeal panel and the action taken by Youth Works as a result of the complaint. Details of the number of complaints registered under the formal procedure during the preceding school year will be made available on the college website.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the Education and Skills 2008 Act requests access to them.

**If you need help making your complaint known, please let us know and we will put you in contact with an independent person who will be able to help you.**

This policy will be reviewed annually by the Board of Trustees.

The policy will be promoted and implemented throughout the Organisation and is readily available on the website.

Ratified by the Board of Trustees: 6 September 2019

Review due: 5 September 2020