

Tilehurst Junior Youth Club

COMPLAINTS' PROCEDURE

1 Introduction

1a) The formal process divides into 2 stages. The first of these provides an opportunity for a local resolution of any problems that may arise and it is expected that the majority of complaints will be sorted out at this level. Where the problems cannot be resolved to the complainant's satisfaction at a local level, stage 2 of the process involves the investigation of the complaint the Management Committee.

1b) The standard definition of a complaint is:

“Any expression of dissatisfaction that needs a response”.

2 Complaints' Procedure

Stage 1 – Local/Informal Resolution of Complaints

2a) Where a complaint is received by a member of staff it must be recorded, even if it can be resolved informally. A form (a model will be devised) should be used to record the substance of the complaint, what action has been taken to resolve it and whether or not the service user is satisfied with the outcome. Where possible, and practical, the person should be asked to sign the record to confirm it is correct. In order that complaints can be tracked a copy of the form should be sent to the Chairman of the Management Committee as soon as possible after the complaint has been made, whether or not it has been resolved. The Youth Club Co-ordinator should appropriately file the original form.

2b) If the complaint is not resolved at the time at which it is made, then, except for minor issues, the Chairman of the Management Committee should be informed. Every effort should be made to respond to the complaint within **5 working days**. In any event, a letter of acknowledgement or other response (orally or by phone) shall be sent out to the complainant within **5 working days**.

2c) The Chairman of the Management Committee should review the complaints file regularly, and take the lead in advising staff in relation to handling of complaints. The Chairman of the Management Committee should always ensure that members of staff are made aware of complaints made about them or their actions.

2d) Every effort should be made to resolve the complaint or representation as speedily as possible and to the complainant's satisfaction, within **15 working days**. The response to the complainant, whether verbal or written should be recorded, however briefly, and the Chairman of the Management Committee should also be informed to allow monitoring of the complaints' process.

2e) The response to the complainant should advise them that, if they remain dissatisfied, they can ask for their complaint to be investigated by the Management Committee. A time limit (14 days would be reasonable) should be suggested for them to request this, after which it will be assumed that they are satisfied with the outcome of the investigation.

Stage 2 Formal Investigation

2f) When it has not been possible to resolve a complaint in the manner described above, the complainant may request that the full Management Committee carry out an investigation.

2g) The Chairman will meet with the complainant in person and obtain the full details. This information will be made available to all members of the Management Committee.

- 2h) A meeting of the Management Committee will be arranged and the complainant will have an opportunity to put their case. The Management Committee will also allow submissions from other parties eg: members of staff, should this be appropriate.
- 2i) The Management Committee will, after hearing all the facts, make a decision as to whether to uphold the complaint or not.
- 2j) The complainant will be notified in writing of the decision within 21 days of the meeting.
- 2k) The decision of the Management Committee is final.

Sept 2000