

# 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 which can't be resolved informally in the first instance it must be recorded in the complaints book which is held by the clubs co-ordinator. This should include the substance of the complaint, what action has been taken and whether or not the service user is satisfied with the outcome. If the co-ordinator considers the matter serious he will inform the Chairman of the Management Committee as soon as possible after the complaint has been made, whether or not it has been resolved.
- 2b) 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 book with the Co-ordinator at least annually. The Co-ordinator will take the lead in advising staff in relation to handling of complaints.
- 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 within 28 days, 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 offer to 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 14 days of the meeting.
- 2k) The decision of the Management Committee is final.