



Complaints Procedure

The Just42 young people's charter states that all children and young people (and their parents/guardians) who use our services can expect it to be:

EASY TO USE:

- We will consult you about what times and venues are best
- We will keep charges to a minimum and not exclude anyone because of shortage of money
- We will work to ensure our projects are accessible to everyone

SAFE:

- Workers will be properly trained and we will take up references and Criminal Records Bureau checks
- We will follow good practice in all our projects
- We have a confidentiality policy which will be explained to you
- We will respect your rights and expect you to respect others who use the service
- Everyone using our service has the right and opportunity to complain

YOUNG- PERSON CENTRED:

- Every young person has the right and opportunity to be listened to
- Everyone's contribution is valuable and will be included
- We will consult you about what services you want us to provide
- You will have the opportunity to have a say in how Just42 is run, if you want to

MAKING A COMPLAINT

If you are not happy about anything to do with your contact with Just42, we want to hear from you and have the opportunity to explain and put things right.

- We hope you will be able to talk informally with a worker at your session and that this will sort things out.
- If this is too difficult for you, or you are still unhappy, you can talk to our Independent Complaints Consultant, Karen Gardner. She can be contacted on 01394 382083. She will make sure that Just42 hears your complaint.
- It is normally the job of our project director to investigate your complaint and deal with it as quickly as possible. We are, however, without a project director at the moment. Once the vacancy has been filled, his or her details will be shown here.
- If you are still unhappy with our response, you can write in confidence to the Just42 Trustees, c/o The Woodbridge Youth Centre, The Avenue, Kingston Road, Woodbridge, Suffolk, IP12 4BA. Please mark your complaint 'confidential - Trustees only.'
- If you have a complaint about our holiday club, you can also contact the OFSTED regional centre on 0845 601 4772.
- You can if you wish use our form to make your complaint. Please send to: Just42 Office, The Woodbridge Youth Centre, The Avenue, Kingston Road, Woodbridge, Suffolk, IP12 4BA. Please mark your envelope or message 'confidential - complaint.'

just42 Complaints Form

Your name:

Address:

Postcode:

Tel:

(day)

(evg.)

Email:

Which Just42 project do you want to complain about?

Please give full details of your complaint. Please give as much factual information as you can, as well as explaining your feelings about what has happened.

Have you complained about this before?
If so, please tell us when and who you complained to.

What happened?

What would you like us to do to put it right?

Signed:

Date:

We will acknowledge your complaint within 5 working days and you will get a full and clear reply within 20 working days.