

WHAT TO DO WHEN THINGS GO WRONG: COMPLAINTS POLICY & 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

We want to provide the best service we can but we recognise that sometimes things can go wrong. When this happens we want to hear about it so that we can explain the situation and act swiftly in putting things right or make improvements to our services.

We recognise that everyone has the right to complain and see complaints as a way to learn valuable lessons and help to get things right first time. It may be that we need to change our policies or ways of working or we may need to become more efficient. By telling us when there is a problem you can help us make improvements for the benefit of all Just42 users.

Our 4 stage complaints policy set out below is designed to make sure that:

- it is user-friendly
- we deal with your complaint quickly and fairly
- we keep you informed about the progress of your complaint

Stage 1 – Talk

When you have a complaint begin by discussing it with a member of staff. We will investigate your complaint and write to you within 10 working days.

If you would prefer you can speak to our appointed Independent person Bill Herbert he can be contacted on 01473 735381.

Stage 2 – Complaints Form

If you are still unhappy, please either:

- complete and return the complaints form at the back of this leaflet, or,
- write to the Charity Manager
- Your complaint will be dealt with by the Charity Manager. We will acknowledge receipt of your form within 3 working days. If possible, we will send you a full response within 10 working days, explaining what action we are taking to resolve the complaint.

If your complaint is likely to take longer to investigate we will write to you within 10 working days giving you an indication as to when you may expect to receive a full response.

Stage 3 – Appeal Letter

If you are still unhappy having followed the above 2 stages you may write a letter of appeal to the Trustees. It is important that you make the appeal in writing, rather than verbally, as your letter is then a formal record both for your benefit and ours. We will acknowledge receipt of your letter within 3 working days and, if possible, provide a full response within 10 working days. If this is not possible we will write and let you know when you might expect to receive this.

Stage 4 – Appeal Panel

If you feel the problem still has not been resolved you can contact us for a final stage appeal. Your appeal will be heard by a panel of two trustees. We will write to you 10 days before they are due to meet. You are welcome to come to the meeting and bring a friend or non-legal representative with you if you wish, however you do not have to attend. The Chair of the panel will write to you within 10 days of the panel meeting to explain the decisions and what to do if you are still dissatisfied.

Complaints Form

Your name

Your address

Phone number

Daytime

Evening

Signature

Date

What is your complaint?

If you run out of space please attach a separate sheet.

Please give us as much information as possible to help us follow up your complaint giving us the following details, who was involved, where, date, time and what happened and if any one else was there at the time.

What do you think we should do about your complaint?

Have you spoken to a staff member about your complaint?

Yes No

If yes, who did you speak to and when?

What did they do about your complaint?

Equal Opportunities

To help us monitor our response to complaints and ensure that we are fair to everyone we ask you to answer the following questions, however you are not obliged to do so and your answers will not affect how we deal with your complaint. We will keep any information you give us confidential and we will not use it when we investigate your complaint.

Are you: Male Female

Are you disabled? Yes No

Your age:

How would you describe your ethnic origin? Please tick 1 box from each section.

Asian	<input type="checkbox"/>	British European	<input type="checkbox"/>	Black	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Irish	<input type="checkbox"/>	White	<input type="checkbox"/>
African	<input type="checkbox"/>	Other	<input type="checkbox"/>	Mixed	<input type="checkbox"/>
S E Asian	<input type="checkbox"/>			Other	<input type="checkbox"/>

Deliver your completed form to Just42, Woodbridge Youth Centre, The Avenue, Kingston Road, Woodbridge, IP12 4BA.

Making sure Just42 Ltd follow their policy

Complaints are an important way for Just42 to understand what works well and what needs improvement. The Trustees recognise this is important and therefore pay particular attention to the way staff manage complaints.

For this reason, the Trustees require staff to review complaints they receive in the following way:

1. Charity Manager to record the following details of each complaint in the complaints they receive in the *complaints logbook* once the complaint has been closed:

- Date of receipt of complaint
- Name of complainant
- Contact details of complainant (including address)
- Gender, age, ethnicity of complainant
- Detail of complaint
- Investigation outcomes
- Actions taken
- Written Feedback given to complainant
- Saved to file (filename) Y/N
- Complaint closed Y/N

2. Charity Manager to write an annual statement to the Trustees verifying Complaints policy. Including

- summary of complaints including profile of complainants
- review of underlying trends to complaints and actions taken to address underlying reasons for complaints
- review of access to complaints procedures and actions taken to maximise complaints

3. This policy will be reviewed annually by the Charity Manager.