



COMPLAINTS POLICY

This policy was approved on 16th September 2019 by the Souster Youth Trust Board
Reviewed 21st September 2020, June 2021 & June 2022 with no changes made

REVIEW DATE: June 2024

Signature: (Chair of Souster Youth Trust Board)

Print Name:..... Date:

Signature: (Director)

Print Name:..... Date:

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| 1 | Introduction |
| 1.1 | This policy concerns complaints received from persons who make use of Souster Youth services and other third parties, who are neither employees of, nor volunteers working for, Souster Youth. |
| 1.2 | Souster Youth is committed to offering high standards throughout everything we do. We will ensure that complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the matter necessitated a formal complaint, the procedure within this document will be followed. |
| 2 | Aims of the Policy |
| 2.1 | To enable all to understand the importance of a speedy and effective response to the complaint |
| 2.2 | To ensure a consistent approach to all complaints |
| 2.3 | To help identify recurring problem areas so that improvements can be made |
| 3 | Documentation and reporting |
| 3.1 | All complaints will be logged and recorded by the member of staff/volunteer who receives the complaint in the first instance. This will show the following - date and time of complaint; name of person completing the record; short description of the complaint and action taken. |
| 3.2 | The person who logs the complaint is responsible for informing the Director that this has happened, and for making sure that the information is accurate and logged as soon as possible after the event |
| 3.3 | Further records and documentation will be made at every stage of the process if it escalates |
| 3.4 | Outcomes are recorded at each stage of the procedures. |
| 4 | Procedure |
| 4.1 | The aim always, when responding to complaints or grievances, is to enable them to be resolved speedily and fairly by discussion, problem-solving, mediation and negotiation. There are three stages to the complaints procedure: - |
| | <u>Stage 1: Resolve at first point of contact</u> |
| 4.2 | All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that the majority of complaints will be resolved at this stage |
| 4.3 | If the complainant decides they are not satisfied, or the member of staff/volunteer is unable to resolve the issue, then the complaint moves on to Stage 2 |
| | <u>Stage 2: Escalate to Souster Youth's Director</u> |
| 4.4 | The complaint will be reviewed by Souster Youth's Director who will investigate the matter with a view to resolving the complaint to the satisfaction of the complainant. He will respond to the complainant within 10 working days. |
| | <u>Stage 3: Escalate to Souster Youth's Chair of Trustees</u> |
| 4.5 | If the complainant is not satisfied with the Director's decision, they may appeal in writing to the Chair of Trustees, who will review the Director's investigation of the complaint and respond within 10 working days. The decision of the Chair of Trustees will be final. |