

Complaints Policy and Procedure for service users and members of the public.

Policy – Statement of Intent

Young Bristol aims to provide all its service users and members of the public with the best possible service and support. Should we not achieve this then we want to know about it as we value complaints and use information learnt from them to help us improve what we do and how we do it. If something goes wrong or you are dissatisfied with the service or support we are providing, please tell us – you should feel free to raise matters of concern without risk of disadvantage.

This document goes onto set out our Complaints Handling Procedure and how to make a complaint and what steps we will take. If your complaint is regarding the welfare or protection of a young person whilst either on one of our programmes or in our care please also see our Safeguarding Policy. Likewise, if you are a member of staff and wish to raise a complaint please also see our Whistleblowing Policy. On occasions and in light of the allegations being made it may be deemed necessary for Young Bristol to refer your complaint onto the Local Area Designated Officer (LADO) if your complaint is concerning the unsafe or inappropriate conduct of a staff member or someone working on our behalf. If this is the case we will write to inform of the action we have taken and provide the contact details of the LADO.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service and support provided by us or on our behalf.

What can I complain about?

Examples of things you can complain about include:

- The quality and standard of the service we provide;
- Failure to provide a service;
- The quality of our facilities or resources;
- Unfair treatment or inappropriate behaviour by a staff member or someone representing Young Bristol;
- The failure of Young Bristol to follow an appropriate process;
- Dissatisfaction with Young Bristol's policies;
- Fundraising activities undertaken by Young Bristol, or those acting 'in aid of' or 'on behalf of' Young Bristol.

Your complaint may involve more than one aspect of the above, more than one department, or be about someone working on our behalf.

What you can't complain about?

There are some things we can't deal with through our complaint handling procedure. These include:

- A request under the Freedom of Information or Data Protection Legislation;
- A request for information or an explanation of policy or practice;
- An issue which is being, or has been, considered by a court tribunal;
- A request for compensation only;
- An attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

We will not normally treat information received through routine mechanisms – such as responses to questionnaires – as complaints.

If other procedures or rights of appeal may help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone who receives, requests or is directly affected by the services of Young Bristol can make a complaint to us. We encourage anyone with a complaint to approach us directly but can accept a complaint made on your behalf (e.g. through a friend or family member) provided you give us your clear written authority to liaise with your representative, and provided you give them clear authority to act on your behalf.

Where do I find a copy of your Complaints Policy and Procedures

A copy of the Young Bristol Complaints Policy and Procedures can be obtained from our website www.youngbristol.com or by contacting the Young Bristol administrative offices in person, via post or by emailing info@youngbristol.com

How do I complain?

Usually, a word with the person at the point of service delivery will suffice should a problem arise and the matter is resolved to everyone's satisfaction. However, we recognise that from time to time this may not suffice so you can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue.

When complaining, please tell us:

- Your full name and address;
- As much as you can about the complaint and what has gone wrong;
- How you believe we can resolve the matter.

Alternatively, please use the form at the end of this document.

Is there a time limit for making a complaint?

Normally, and assuming your complaint is not to do with a young person Safeguarding issue you must make your complaint within six months of:

- The issue arising, or
- Finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What will happen if I complain?

Our complaint procedure has two stages:

Stage 1 – Frontline Resolution – We aim to resolve complaints quickly and close to where we provided the service. This could mean an on the spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member. This can be done face-to-face, by phone, in writing or by email.

We will give you our decision at Stage 1 within five working days unless there are exceptional circumstances.

Our response will:

- Clearly outline our decision providing clear, evidence based reasons for this decision;
- Respond openly to all the substantive points raised by the complainant and explain why Young Bristol considers these points justified or not;
- Take responsibility for the actions of our staff and those acting on behalf of the Young Bristol;
- Acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate;
- Include any lessons learnt and any changes made to services, guidance or policy as result of the complaint.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint handling procedure. You may choose to do this immediately or shortly after you get your initial decision.

Stage 2 – Complaint Investigation – Deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. We have a complaint form, (see below) which will help you to state your complaint clearly to us. Although we will also accept complaints that are made in person or on the phone, we encourage you to complete the complaint form in the interests of clarity and in order to best

assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

When using Stage 2 we will:

- Acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint; (Note:- this may be a Young Bristol Trustee and not a member of the staff team.)
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- Give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on our progress.

All formal complaints and the response made to them will be recorded and filed in a secure place at the Young Bristol offices.

What if I'm still dissatisfied?

After we have fully investigated and we have provided our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Charity Commission who will be able to advise on whether they may be able to assist.

If we cannot resolve a fundraising complaint, a complainant can contact the Fundraising Regulator.

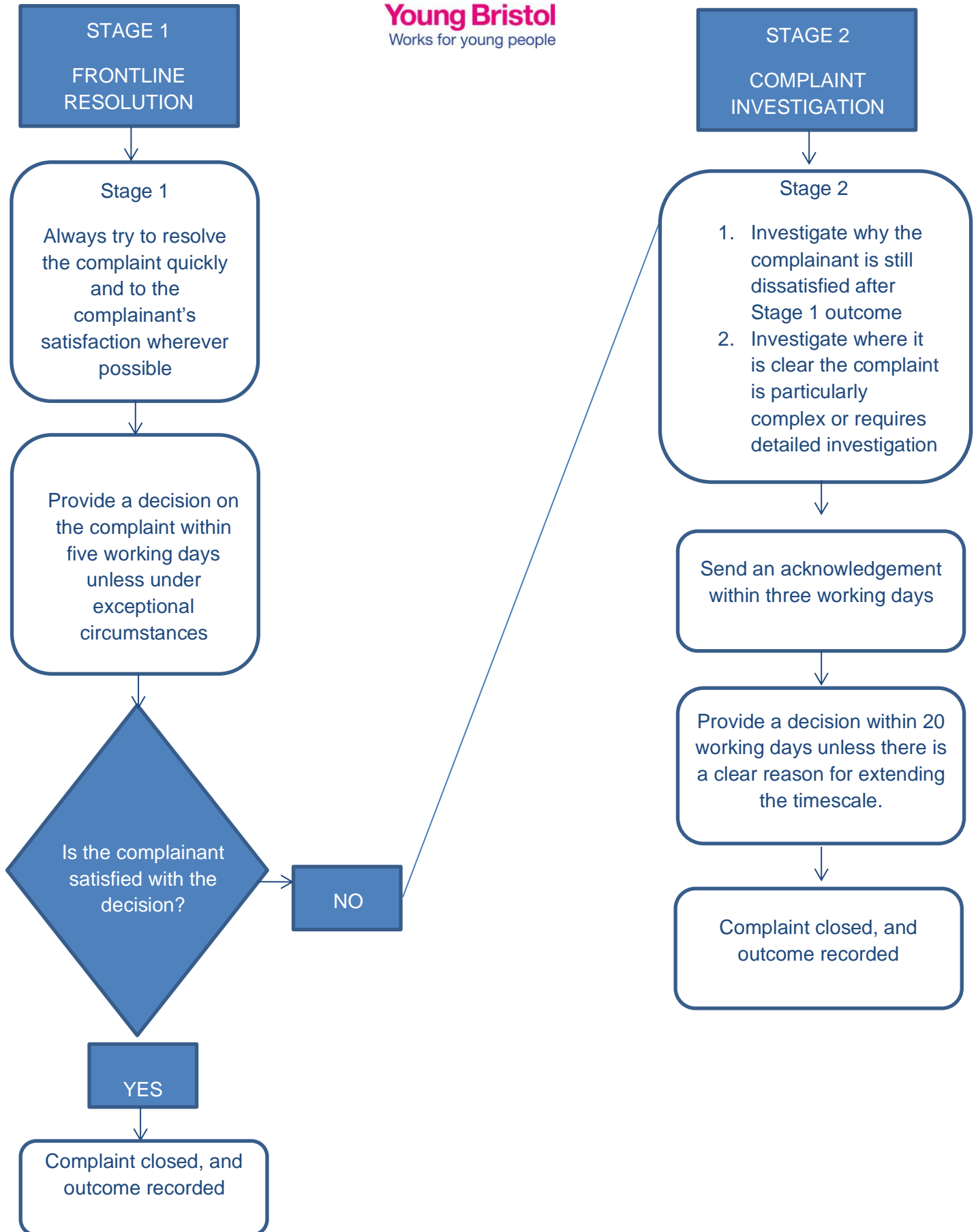
Getting help to make your complaint

We are committed to making our service easy to use. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services.

For a quick guide to our complaint procedure, please see the summarised diagram below. Remember a complaint may be made in person, by phone, email or in writing and you must decide whether you wish for your complaint to be dealt with at:

Stage 1 – frontline resolution or

Stage 2 – complaint investigation





Complaints Reporting Proforma

Information for all complainants

If you have a complaint about a matter which is the responsibility of Young Bristol, and it has not been possible to informally resolve this via front line resolution please complete the form overleaf to enable us to investigate your complaint.

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete; please see Section 3 of the form.

The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

Once completed, this form should be submitted by email to info@youngbristol.com or by post to:

Chief Executive

Young Bristol, The Station, Silver Street, Bristol, BS1 2AG

Telephone: 0117 9292513

Young Bristol Complaint Form

Personal Details

First Name:	
Surname/Family Name:	
Address:	
Email:	
Telephone:	

Your Complaint:

A. Please provide a summary of your complaint below (300 words max):

B. Please describe what action you have taken to pursue the complaint (200 words max):

C. Please provide a brief explanation of any issue(s) you consider to be unresolved (400 words max):

D. Please explain how you would like your complaint to be resolved (200 words max):

E. If you are submitting a complaint more than six months from when you first became aware of the problem, please provide a brief explanation for the delay (200 words max):

Supporting Documentation

Do you wish to submit any supporting documentation for consideration? Yes / No

If 'Yes', please tick here to indicate that what you have submitted is complete

Signature:

Date:

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