



COMPLAINTS PROCEDURE

This policy sets out the procedures the Youth Enquiry Service (YES) will follow when we receive a complaint from service users or members of the public or staff (paid/unpaid).

This procedure is based on the understanding that:

YES is committed to providing a good quality service, we recognise that sometimes we may make mistakes and get things wrong. We want to see where we might improve our services. Thus our procedure will deal not only with the specific problem but will also help us avoid it happening again.

All young people and staff (paid/unpaid) regardless of race, sex, disability, class or sexual orientation have equal access to the service without being threatened or discriminated against in any way.

We will not discriminate against anyone because they have complained in the past.

Any person who feels that they have not been treated fairly can use this procedure to state their case to the management of the service.

Any person who wants to complain about the way they have been treated will have the right to be accompanied by a friend whilst such complaint is being heard.

All complaints will be treated confidentially on a need to know basis.

THE PROCESS

If a person is dissatisfied with any matter relating to the work of YES they should raise the matter with the Operations Manager either verbally or in writing. They should give details of their complaint, what they feel should not have happened and what they would like us to do now.

All attempts shall be made to resolve this amicably between the Operations Manager of the service and the complainant. Every effort will be made to do this within 2 weeks.

If the complaint involves a member of staff (paid/unpaid) will have the opportunity to put forward their account to the Operations Manager.

If efforts to amicably settle a complaint at this level fail then the person can ask for the complaint to be passed to the Chair of the Executive Committee.

Within 2 weeks of the complaint being received by the Chair, it will be heard by a group which consists of the Chair or vice chair, two members of the executive committee and Operations Manager.



At such a hearing the person concerned will have the opportunity to state in full the reasons for the complaint.

In most cases the decision of the group will be final.

There is the right to take final decision to arbitration. A panel consisting of people not involved will be set:

- To make sure the complaint procedure has been followed
- To make sure the complaint has been dealt with fairly.

If the complaint is about the Operations manager, the person should write directly to the Chair of the Executive Committee, Youth Enquiry Service, 52 Frogmoor, High Wycombe, Bucks HP 13 5DG. Please mark as Confidential.

PUBLICISING THE PROCEDURE

The complaints procedure will be publicised in the entrance porch of YES and available on our website www.yeswycombe.org

RECORDING AND MONITORING COMPLAINTS

All complaints will be recorded, kept on file and a summary given to the Executive Committee.