



COMPLAINTS POLICY AND PROCEDURE
Adopted by the Board December 2007

POLICY

Youth Clubs Hampshire and Isle of Wight is committed to Best Practise and the delivery of high quality work at all times. We are also committed to Equal Opportunities.

We acknowledge that there may be occasions when our level of service falls short of that which can be reasonably expected by our members. On these occasions we would like to be informed as soon as possible.

This document tells you what you should do if you have a complaint about the behaviour of a member of Youth Clubs Hampshire and Isle of Wight's staff. This procedure applies to complaints against both paid and voluntary staff. Any complaint will be taken seriously. Equally, it is helpful to receive positive comments about aspects of our service which you have found particularly useful or helpful.

PROCEDURE

You may wish to draw one of the following to our attention:

1. Comment – this may be positive or negative. It will be treated informally and will be shared amongst the appropriate staff at Youth Clubs Hampshire and Isle of Wight.
2. Concern – a formal concern where action will be taken with the relevant person/people by the appropriate line manager.
3. Complaint – a formal registration of dissatisfaction that will be taken up by the Chief Executive, (or in some cases the Chairperson) of the organisation.

All comments and concerns can be communicated to the organisation by telephone, email or post. Contact details are given at the end of this document.

If you have a complaint you should contact the Chief Executive and inform him of the nature of your complaint. You can contact the Chief Executive by phone, post or email. Contact details are given at the end of the procedure.

When making a complaint please try to be as specific as possible and give as much detail as possible. You will need to tell us

- Your name
- The name of your organisation, club, group or project (if applicable)
- The name of the member of staff about whom you are complaining
- The date that the behaviour occurred that has resulted in your complaint
- The details of what occurred



YOUTH CLUBS HAMPSHIRE AND ISLE OF WIGHT
Working to enable young people to fulfil their true potential



We will carry out a thorough investigation of your complaint. At all times we will be honest and fair in our dealings with you and ask you, in return, to do the same for us. If you complain we will:

- Treat you with tact, courtesy and fairness at all times;
- Not treat you any differently because you have complained;
- Not discriminate against you because of your colour, race, religion, age, sex or sexual orientation or because of any disability;
- Acknowledge receipt of your complaint and tell you who is dealing with it or if it has been passed to another office;
- Aim to respond within 10 working days and, if we can't, tell you why and let you know when we will reply in full; and
- If the complaint is upheld, apologize, tell you what went wrong and what we will do to put things right.

If you are dissatisfied with the outcome of your complaint you can appeal to the Chairperson who should be contacted via the office.

Should your complaint be against the Chief Executive you should take your complaint to the Chairperson. You can contact the Chairperson by post via the office.

Postal address for complaints: Youth Clubs Hampshire and Isle of Wight
The St Thomas Centre
20 Southgate Street
Winchester
SO23 9EF

Telephone number: 01962 852307
Email address: ce.ychiow@ukonline.co.uk