



Youth Cymru

Complaints Policy and Procedure

YOUTH WORK CHANGES LIVES



1. Statement of Intent

1.1 Youth Cymru is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all its stakeholders. The purpose of this policy is to ensure clarity of procedure enabling Youth Cymru to continue to improve its service by listening and responding to the views of its stakeholders.

1.2 This complaints policy applies to Youth Cymru's members, customers, partners and stakeholders and does not apply to members of staff; internal grievances are dealt with by Youth Cymru's Grievance Policy.

2. Definition

2.1 Youth Cymru defines a complaint as 'any expression of dissatisfaction (with Youth Cymru, with a member of staff, or with a Youth Cymru's Board of Trustee) that relates to Youth Cymru and that requires a formal response.

3. Purpose

3.1 The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

3.2 Youth Cymru aims to ensure that:

- making a complaint is as easy as possible
- a complaint is treated as a clear expression of dissatisfaction with our service which calls for an immediate response
- deal with complaints promptly, politely and, when appropriate, confidentially
- complaints are responded in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- complaints are learnt from and used to improve Youth Cymru's service and regularly enable the complaints policy and procedures.

3.3 The Youth Cymru recognises that many concerns will be raised informally and dealt with quickly. Aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred.

3.4 An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

4. Responsibility

4.1 Youth Cymru's responsibility will be to:

- acknowledge the formal complaint in writing
- respond within a stated period
- deal reasonably and sensitively with the complaint
- take action where appropriate.

4.2 A complainant's responsibility is to:

- bring their complaint, in writing, to Youth Cymru's attention normally within 8 weeks of the issue arising
- raise concerns promptly and directly with a member of staff in Youth Cymru
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Youth Cymru a reasonable time to deal with the matter
- recognise that some circumstances may be beyond Youth Cymru's control.

4.3 All Staff, and Trustees of Youth Cymru are responsible for action.

5. Confidentiality

5.1 Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Youth Cymru maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant

6. Monitoring and Reporting

6.1 Trustees of Youth Cymru will receive annually an anonymized report of complaints made and their resolution.

7. Formal Complaints Procedure

7.1 Stage 1

In the first instance, if you are unable to resolve the issue informally with the member of Youth Cymru to whom the complaint is most relevant, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a Board of Trustee member rather than a member of staff, you should write formally to the individual concerned. In your letter, you should set out the details of your complaint, the consequences for you thus, and the remedy you are seeking

7.2 Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to the Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief

Executive to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Youth Cymru's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

7.3 Final Stage

If you are not satisfied with the subsequent reply from Youth Cymru's Chief Executive, then you have the option of writing to the Chair of the Youth Cymru Board of Trustees stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Youth Cymru's Chief Executive.

The Chair of the Board of Trustees (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation. If your original complaint was against the Chair, then the final stage will be handled by the Vice Chair.

Signed: ..  

Position: ...Joint CEOs.....

Latest review/approved dated:7th April 2020.....