

# Biddulph Youth and Community Zone Ltd (BYCZ)

## Complaints Policy

### Introduction

The formal complaints process divides into two stages. The first of these provides an opportunity for a local resolution of any problems that may arise and it is expected that the majority of complaints will be sorted out at this level. Where the problems cannot be resolved to the complainant's satisfaction at a local level, stage two of the process involves the investigation of the complaint by or on behalf of the Board of BYCZ.

For the purpose of this policy, the standard definition of a complaint is:

"Any expression of dissatisfaction that needs a response".

### Complaints Procedure

#### *Stage 1 – Local/Informal Resolution of Complaints*

- Where a complaint is received which can't be resolved informally in the first instance it must be recorded in the complaints book which is held by the Centre Manager. This should include the substance of the complaint, what action has been taken and whether or not the service user is satisfied with the outcome. If the Centre Manager considers the matter serious, he will inform the Chair of the Board as soon as possible after the complaint has been made, whether or not it has been resolved.
- Every effort should be made to respond to the complaint within **5 working days**. In any event, a letter of acknowledgement or other response (orally or by phone) shall be sent out to the complainant within **5 working days**.
- The Chair of the Board will review the complaints book with the Centre Manager at least annually. The Centre Manager will take the lead in advising staff in relation to handling of complaints.
- Every effort should be made to resolve the complaint or representation as speedily as possible and to the complainant's satisfaction, within **15 working days**. The response to the complainant, whether verbal or written should be recorded, however briefly, and the Chair of the Board of Trustees should also be informed to allow monitoring of the complaints process.
- The response to the complainant should advise them that, if they remain dissatisfied, they can ask for their complaint to be investigated by or on behalf the Board of Trustees within 28 days, after which it will be assumed that they are satisfied with the outcome of the investigation.

*Stage 2 - Formal Investigation*

- When it has not been possible to resolve a complaint in the manner described above, the complainant may request that the Board of Trustees appoints someone to carry out an investigation.
- The appointed person will offer to meet with the complainant in person and obtain the full details. This information will be made available to all members of the Board.
- A meeting with a panel of 2-3 board members will be arranged and the complainant will have an opportunity to put their case. The panel will also allow submissions from other parties e.g. members of staff, should this be appropriate.
- The Panel will, after hearing all the facts, make a decision as to whether to uphold the complaint or not.
- The complainant will be notified in writing of the decision within 14 days of the meeting.
- The decision of the Panel is final.



Signed:...

Print Name:.....Melanie Sproston.....

Role:.....Chair.....

Date:..... 29.11.18.....

Reviewed by Board 14.01.21

Next Review: Jan 2023