

SACRISTON YOUTH PROJECT

Complaints Policy

It is the policy of Sacriston Youth Project to encourage young people, parents and members of the public to provide comment and feedback on any aspect of our work, inclusive of any complaints they may have.

Sacriston Youth Project is committed to this practice, as it is acknowledged that an open, transparent environment benefits all involved in the organisation, which allows the service to monitor and regularly review programmes.

All staff and volunteers need to actively involve young people in the planning and decision-making of programmes and actively seek feedback on programmes and activities.

The suggestions or complaints expressed by young people should always be taken into consideration and must receive a response.

WHAT IS A COMPLAINT?

A complaint is any form of criticism or suggestion in respect to any aspect of a service or programme.

A distinction must also be made between:

- * Minor complaints that can be handled informally and internally within the youth service.
- * Complaints requiring a formal process within the youth service.

Steps to be followed in handling complaints:

- Any member of staff or volunteer with Sacriston Youth Project may take a complaint from any young person, parent or member of the public.
- All people who access the service are fully entitled to give comment or feedback on any aspect of the service provided.
- A complaints form must be completed by the person making the complaint. A member of staff can support a person in doing this.
- All complaints are monitored and changes will be made to programmes/events if necessary, to ensure a quality service is being provided. Any action to be taken will be recorded on the complaints form.
- The person who made the complaint will receive a response within fourteen days, unless otherwise requested.
- If Sacriston Youth Project considers it necessary, a meeting will be organised with the complainant to address any issues.

- The person will be informed if there is any follow-up action or recommendation for change as a result of the complaint. If it is deemed unnecessary to make any change, the person who made the complaint will be informed of the reason why.