

Felixstowe Youth Development Group



Policy Number 31

COMPLAINTS PROCEDURE

(Issue 6 –October 2019)

**Approved by _____ David Rowe
Chair of Felixstowe Youth Development Group**

Registered Charity Number: 1102380

Registered Address: 2nd Floor, 54 Cobbold Road, Felixstowe, IP11 7EL

FELIXSTOWE YOUTH DEVELOPMENT COMPLAINTS PROCEDURE

Felixstowe Youth Development Group (Level Two Youth Project) strives to provide high quality services. If however there is a complaint about the level of service we provide, this policy sets out how to complain and how Level Two will respond"

Level 2 constantly looks to improve its service and therefore all complaints are reviewed to ensure the same problem does not happen again.

COMPLAINTS PROCEDURE

STAGE 1

If you are not happy with any part of our service, please speak to any member of staff who will try and resolve the issue. Any complaint should be within 20 working days of the incident or matter you are complaining about.

If they are unable to resolve the issue, or you are not happy with the response or you don't feel comfortable speaking to the member of staff please refer to stage 2

STAGE 2

If you are not satisfied with the stage 1 response you can escalate your complaint to stage 2. A complaint should be made within 20 working days of the stage 1 response. The member of staff will take details of your complaint and it will be passed to a senior member of staff (Project Manager or Deputy Project Manager)

You will receive an acknowledgement within 5 working days and a response within 20 working days

STAGE 3

If you are unhappy with the stage 2 response you can escalate this to stage 3. This will need to be done within 20 days of receiving the stage 2 response.

Your complaint will be passed to a Director of the company to investigate.

You will receive acknowledgement of your stage 3 complaint within 5 working days and a response with 20 working days.

This will be the final response of Felixstowe Youth Development Group and if you are still unhappy you would need to pursue external avenues such as legal action

HOW TO MAKE A COMPLAINT

You can complain via email fydg@btconnect.com

or by post:-

Felixstowe Youth Development Group
Level Two Youth Hub
54 Cobbold Road
Felixstowe
IP11 7EL

You should include your name, address, email address and a contact number as well as details of your complaint.

PRIVACY NOTICE

By submitting a complaint you are consenting to Felixstowe Youth Development Group processing and storing your data in accordance with the Data Protection Act 2018. Copies of our policy on how we use personal information is available on request.