

# Bank Youth Project

## Complaints Procedure

### **Comments, Compliments, and Complaints - let us know how we're doing.**

The Bank Youth Project (BYP) makes every effort to provide a high standard of service and to treat all members and participants equally and fairly. We continuously try to improve our services, and we value any feedback that will help us to do this.

### **Compliments and Comments:**

We're committed to continual improvement in everything we do, so we hope you will feel free to make your views known to us.

Note: We take safeguarding extremely seriously. If you have any concerns about the behaviour of one of our staff, volunteers or members in any situation it is vital that you tell us about it immediately so that appropriate action can be taken. Should the complaint in any way relate to a safeguarding concern it should be reported immediately to our Designated Safeguarding Lead - our Lead Youth Support Worker. There are few ways you can do this: either speak to one of the staff members, email or write to us.

### **Complaints**

The Bank Youth Project aims to provide its members, participants and donors with the best possible service. We positively welcome suggestions you may have for how we can improve.

Usually, a word with the person at the point of service delivery will suffice. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. Should you feel unhappy about any aspect of your engagement with Bank Youth Project, please talk to your normal BYP contact person in the first instance, or ask to speak to their line manager, as they should be able to resolve the issue for you.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not achieved the desired result.

### **This is what you should do:**

The complaint should be made to the Lead Youth Support Worker, who will acknowledge in writing within ten working days, the receipt of any complaint. If the complaint is about the Lead Youth Support Worker, the complaint should be addressed to the Chair of the Management Group.

**This is what the Bank Youth Project will do:**

The Chair of the Management Group will review the complaint and respond directly or where necessary will identify the best person to investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal of the Management Group, which, if necessary, will set up an appeal panel. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible – although details are provided below of external organisations where you can refer your complaint.

The Chair will keep the Management Group informed of the number and nature of complaints, and the outcomes. They will report on this at least annually.

**What you can do to help us deal effectively and quickly with your complaint:**

Contact us as soon as possible using the details below, giving clear details so we can endeavour to resolve the issue. Specify clearly what aspect of Bank Youth Project's work you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints and we need a way to report back to you on actions. We will keep a record of all feedback in line with our data protection policy. We will only share your information with the people concerned/investigating the complaint.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred, and the names of individuals involved, where known.
- What you would like us to do about your complaint, if applicable
- Please let us know if you have already reported the complaint, who to, and if any action was taken previously.

If you have a complaint, contact:

Alison Irens, Chair of the Bank Youth Project Management Group.

[Alison.Irens@bankyouthproject.org.uk](mailto:Alison.Irens@bankyouthproject.org.uk)

Date of last policy review: April 2023