



**YOUNG PEOPLE MATTER CHARITY'S
COMPLAINTS PROCEDURE**

Dated: June 2023

**The Policy will be reviewed every three years or in line
with changes in government legislation and updated
guidance**

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Charity No: 1134959 | Company No: 6418296

Complaints Procedure

In the event of any persons who are not a member of the staff team wishing to make a complaint the following procedures applies.

There is a 3 tier stage procedure for complaints:

STAGE 1

The first stage will be a verbal complaint to a senior member of the staff team which they will endeavour to resolve. The complaint will be documented and need to be signed by the person making the complaint and the member of staff the complaint was disclosed to.

STAGE 2

The second stage is a written complaint to the senior management team. Again, every effort will be made to resolve the complaint m.dawes@youngpeoplematter.org

STAGE 3

The third stage will be to send a written complaint to the management committee, a meeting will be arranged with the person who made the complaint and the management committee to attempt to address and resolves any grievances.

Every effort will be made to resolve the complaint at this point.

Please note that complains can be made directly to Ofsted on 0300 123 4666.

Complaint Procedure For staff

STAGE 1

In the first instance, the complaint should be brought to the attention of our team leader verbally or in writing. The people who can best deal with a complaint are those who provide the service. Your team leader will try to address your complaint and ensure that mistakes and/or misunderstandings are resolved.

If the staff member is a sessional worker or volunteer and they have a complaint to make about another sessional worker or volunteer they can make a verbal or written complaint to their team leader. Every effort will be made to resolve the complaint.

STAGE 2

If the issue cannot be resolved by the staff concerned or if you are unhappy with the response you receive you should contact the after school club manager Tracey Donnelly in writing, who will arrange for your complaint to be investigated?

If the member of staff is a sessional worker or a volunteer and wishes to make a complaint about a member of the management team they will need to submit a written complaint to the management committee or senior manager. Every effort will be made to resolve the complaint.

STAGE 3

If the member of staff is a member of the management team, they should make a written complaint to the after school club manager (Tracey Donnelly), unless the complaint is to do with or about the after school club manager. In this case the complaint would be made to the management committee every effort will be made to resolve the complaint.

- You can help to speed up the investigation of your complaint by providing the following details in writing:
- Your name and address
- The exact nature of your complaint
- The date of the occurrence
- The name of the person and, if appropriate, the person with whom you were dealing
- A daytime telephone number, if you would be happy for us to contact you by telephone. This may help us to resolve the matter more quickly.
- Remember to send us all the relevant documentation or correspondence that you may have.
- *Every complaint must be documented and placed in the complaints folder.