



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

Dated: March 2015

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

www.youngpeoplematter.org

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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.
Tracey Donnelly and Kemi Folarin

STAGE 2

The second stage is a written complaint to the senior management team. Again, ever effort will be made to resolve the complaint
k.folarin@youngpeoplematter.org

STAGE 3

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

Mr Marcus Dawes 07947482341. M.dawes@youngpeoplematter.org

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

Every effort will be made to resolve the complaint.

Complaint Procedure For staff

STAGE 1

In the first instance, the complaint should be brought to the attention of our team leader verbally or on 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 senior project worker Miss Serena Maurice 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 member of the management team, they should make a written complaint to their line manager unless the complaint is to do with or about their line manager. In this case the complaint would be made to the management committee (Mr Marcus Dawes 07947482341). 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 section 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.