

Complaints Policy

1. Introduction

- 1.1 It is the policy of Sacriston Youth Project (the “Charity”) to encourage young people, parents and members of the community to provide comment and feedback on any aspect of our work, inclusive of any complaints they may have.
- 1.2 The Charity 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.
- 1.3 All staff and volunteers need to actively involve young people and members of the community in the planning and decision-making of programmes and actively seek feedback on programmes and activities.
- 1.4 The suggestions or complaints expressed by young people and members of the community should always be taken into consideration and must receive a response.

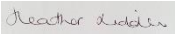
2 What is a Complaint?

- 2.1 A complaint is any form of criticism or suggestion in respect to any aspect of a service or programme.
- 2.2 A distinction must also be made between:
 - Minor complaints that can be handled informally and internally within the Charity.
 - Complaints requiring a formal process within the Charity.

3 Procedure

- Any member of staff or volunteer with the Charity may take a complaint from any young person, parent or member of the community.
- 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 the Charity 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.

This policy has been approved & authorised by:

Name: Heather Liddle
Position: Trustee – Sacriston Youth Project
Date: May 2021
Signature: 

Date of Review	Reviewed By	Changes Made	Date of Next Review
May 2021	Jo Cameron - Trustee		May 2022