

## UK Youth Complaints Policy & Procedure

### Introduction

The purpose of this document is to specify the UK Youth Complaints Policy and Procedures. We are committed to providing high quality services to our membership and members of the public who use the Charity's services or engage with us. We place a high value on complaints and use information learnt from them to help us improve what we do and how we do it.

Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.

Resolving complaints early saves time and resource and contributes to the overall efficiency of the Charity. Concentrating on achieving an early resolution of a complaint as close to the point of contact as possible will contribute to the continued positive experience of those involved. This policy and procedure applies to all UK Youth staff and to all of UK Youth's activities - providing products and services, managing volunteers and dealing with members, suppliers, customers, supporters and the public.

This procedure does not apply to any complaints made by employees; as appropriate all employee complaints will be handled in accordance with UK Youth's separate *Grievances Procedures*, and through normal feedback channels, such as 1-1s, team and staff meetings.

### What is a complaint?

For the purpose of this procedure, a complaint may be defined as:

'An expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the Charity.'

A complaint may relate to:

- the quality and standard of service
- failure to provide a service
- the quality of facilities or resources
- treatment by or attitude of, a staff member, freelancer or contractor
- inappropriate behaviour by a staff member, freelancer or contractor
- the failure of the Charity to follow an appropriate policy or procedure
- dissatisfaction with the Charity's policies, although it is recognised that policy is set at the discretion of the Charity
- fundraising activities undertaken by the charity, or those acting 'in aid of' or 'on behalf of' the charity.

The subject matter of the Complaint may mean that other UK Youth procedures may apply and may take precedence or may provide additional guidance in responding. In some cases, legislation will apply and will dictate that comments are handled in a specific way, possibly delaying a response. For example:

- Where a complaint is made by anyone about an employee, the response will be handled in accordance with this procedure, but the employee's performance should be assessed in accordance with the separate *Performance Management* and *Dismissal and Disciplinary* procedures and particular care should be taken not to prejudice the assessment of the employee's performance in dealing with a complaint.
- Where a complaint is made about a Health & Safety issue, the response will be handled in accordance with this procedure, but the Health & Safety issue will be investigated in accordance with the *Health and Safety Policy and Procedure* and particular care should be taken not to prejudice the investigation whilst dealing with the complaint.
- Where a comment raises Safeguarding issues, the response will be handled in accordance with the *Safeguarding Policy and Procedure* and particular care should be taken not to prejudice the issue/investigation in response to the complaint.
- Where a complaint raises issues of discrimination, the Equal Opportunities procedure should be consulted.
- Where a complaint is made about Fundraising activities, the response will be handled in line with the [Fundraising Code of Practice](#) .

There is a separate document giving people outside UK Youth information on how to give UK Youth their views; it is called *Guidance on How to Complain* and is published on our websites.

UK Youth has specific forms for requesting feedback on its services e.g. training courses and this procedure does not affect the use of them; however, people completing feedback forms may wish to make other comments not covered by the feedback form and this procedure will then apply.

## Policy

UK Youth believes that all complaints are valuable feedback that helps UK Youth to develop and improve. It is therefore UK Youth's policy to welcome and encourage feedback and use it to improve. In particular, UK Youth will:

- Ensure that the principles of this policy are made known in an appropriate way to all organisations or individuals with whom UK Youth works;
- Provide opportunities for people to make complaints to UK Youth and ensure that anybody wishing to do so can in a safe environment in which everyone's views are treated with respect and dignity;
- Acknowledge all comments and respond to those requiring a response;
- Deal with all comments promptly, fairly, sensitively and appropriately;
- Take all complaints seriously and deal with them in accordance with the organisation's procedures;
- Provide employees involved in responding to comments with appropriate training on customer care, interpersonal skills and Equal Opportunities;
- Ensure that no-one who makes a complaint or criticism is treated less favourably, victimised or harassed in any way by an employee; any such behaviour will lead to disciplinary action;

- Not expect employees to tolerate unacceptable behaviour by anybody making a complaint and will take action to protect its employees from abusive, offensive or threatening behaviour;
- Monitor and review complaints on a regular basis in order to monitor trends and apply appropriate learning.

**Anonymous complaints** - If an anonymous complaint contains serious allegations, it should be referred to a senior member of staff immediately.

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the Charity to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, the Charity may decide not to pursue it further. However, the Charity may give consideration to the issues raised, and will record the complaint so that corrective action can be taken as appropriate.

Any decision not to pursue an anonymous complaint must be authorised by a senior member of staff.

**Time limit for making complaints** - Complaints should be raised with the Charity as soon as problems arise to enable prompt investigation and swift resolution. There is a time limit of six months to raise a complaint with the Charity, starting from when the complainant first became aware of the problem, unless there are special circumstances for requesting consideration of a complaint beyond this time. Beyond the six-month time limit, the Charity will exercise discretion in the way that the time limit is applied.

This policy and procedure do not affect an individual's right to pursue a complaint under any appropriate legislation but are intended to provide a mechanism for dealing with any problems swiftly and effectively.

## Procedure

The procedure is intended to provide a quick, simple and streamlined procedure with a strong focus on early resolution by empowered and well-trained staff. The procedure involves up to two stages, details of which are explained below.

- Stage 1 - Frontline Resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.
- Stage 2 - Complaint Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.

## The Complaints Handling Procedure

### FRONT LINE RESOLUTION

For issues that are straight forward and easily resolved or required little investigation

Addressed by any member of staff or referred to the appropriate point of contact for frontline resolution.

On the spot apology, explanation or other action to resolve the complaint quickly. (Unless under exceptional circumstances this 5 working days or less)

Complaint details, outcome and action taken should be recorded and used for ongoing service improvements

### INVESTIGATION

For issues that have not been resolved at the frontline, that are complex, serious or high risk.

A definitive response should be provided within 20 days following a thorough process of investigation.

Senior management should have an active interest in complaints in order to improve services and responses to complex or serious complaints should be signed off by senior management.

Complainants who remain dissatisfied after an investigation has been completed have the right to review and where appropriate can contact an independent organisation for resolution.

### INDEPENDENT EXTERNAL REVIEW (Charity Commission or other)

For issues that have not been resolved through the Charity procedures.

Any complaints raised with the Charity commission should have been thoroughly investigated internally.

The Charity commission will assess whether there is sufficient evidence of service failure or maladministration by the service provider.

Frontline resolution refers to the first stages of the complaints process and is the process to resolve complaints quickly, it is intended to reflect any job description,

Complaints should, where appropriate, be dealt with locally by departments however records of complaints should be logged with the Director of Operations & Avon Tyrrell who is responsible for reviewing and identifying learning to the Charity, or if there are any legal/insurance implications and in such cases will seek appropriate advice immediately.

Serious complaints will be assessed by an appropriate senior manager/director as soon as possible who will advise on the action required depending on the complexity and urgency of the complaint and taking into account Data Protection regulations. As described in the Introduction, the subject matter of the comment may mean that other UK Youth procedures or legislation may apply and may take precedence over this procedure.

Acknowledgements and responses will be done using the medium in which the person making the comment has said they wish to be contacted; where this is by phone, notes must be made of the conversations, but where no preference has been expressed, correspondence will be in writing in order to provide a record.

All responses to comments will include an appropriate level of detail, taking into account the nature of the comment and any legal or confidentiality issues, but should normally include, as appropriate, details of the actions UK Youth has taken, or will take, as a result of the investigation into a complaint, an explanation of why it acted as it did if the comment is about a specific incident, or an apology if it got something wrong.

## Stage 1: Frontline Resolution – to be completed within five working days

Anyone who has a complaint is encouraged to raise it initially at the point of, or as close to the point of, becoming aware of it as possible and to raise it with the department or service area in which the issue arose. Complaints at this stage may be made face-to-face, by phone, in writing or by email.

The purpose of frontline resolution is to attempt to resolve as quickly as possible complaints which are straightforward and require little or no investigation. Complaints at this stage of the process may be addressed by any relevant member of the Charity's staff and may be handled by way of a face-to-face discussion with the complainant, or by asking an appropriate member of staff to deal with the complaint.

Members of staff to whom complaints are made will consider some key questions:

- Is this a complaint or should the individual be referred to another procedure?
- What specifically is the complaint (or complaints) about and which area(s) of the Charity is /are involved?
- What outcome is the complainant hoping for and can it be achieved?
- Is this complaint straightforward and likely to be resolved with little or no investigation?
- Can the complaint be resolved on the spot by providing an apology /explanation / alternative solution?
- If I cannot help, can another member of staff assist in seeking a frontline resolution?
- What assistance can be provided to the complainant in taking this forward?

Resolution may be achieved by providing an on-the-spot explanation of why the issue occurred and/or an apology and, where possible, what will be done to stop this happening in the future.

If responsibility for the issue being complained about lies in the staff member's area of work, every attempt will be made to resolve the problem at source. If responsibility lies elsewhere, the staff member receiving the complaint will liaise with the relevant area rather than simply passing the complainant on to another office. We will give you our decision at Stage 1 within five working days unless there are exceptional circumstances.

Our response will:

- clearly outline our decision providing clear, evidence based reasons for this decision,
- Respond openly to all of the substantive points raised by a complainant and explaining why the organisation considers these points justified or not,
- Take responsibility for the actions of our staff and those acting on behalf of the organisation,
- Acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate,
- Include any lesson learnt and any changes made to services, guidance or policy as a result of the complaint.

**Extension to the five-day timeline** - Frontline resolution should normally be completed within five working days, though a resolution may be achieved more quickly. In exceptional circumstances a short extension of time may be necessary to increase the possibility of resolving the complaint at the frontline resolution stage (for example, by obtaining information from other areas where no single area of the Charity is responsible for the issue(s) being complained about).

Where an extension is required this must be agreed by an appropriate senior manager. The complainant must be told of the reasons for extending the deadline and advised of the new timescale for resolution.

**Closing the complaint at the frontline resolution stage** - The outcome will be communicated to the complainant. This may be face-to-face, by phone, in writing or by email. There is no requirement to send out further written communication to the complainant, although the Charity may issue a written response where it seems helpful to do so. Once a decision has been issued, the record of the complaint must be updated, including details of the decision reached. The complaint should then be closed.

## Stage 2: Complaint Investigation – to be completed within 20 working days

These complaints may already have been considered at the frontline resolution stage, or they may be complaints identified upon receipt as appropriate for immediate investigation. A complaint will be moved to the investigation stage when:

- frontline resolution was attempted, but the complainant remains dissatisfied. This may be after the case has been closed following the frontline resolution stage;
- the complainant refuses to recognise or engage with the frontline resolution process and is insistent that the issue be addressed by a more senior member of staff;
- the issues raised are complex and will require detailed investigation;
- the complaint relates to issues that have been identified by the Charity as high risk or high profile.

Special attention will be given to identifying complaints considered high risk or high profile, as these may require particular action or may raise critical issues requiring direct input from senior management. Potential high risk /high profile complaints may:

- involve a death or serious injury;
- involve serious service failure, for example major delays in service provision or repeated failures to provide a service;
- generate significant and on-going press interest;
- pose a serious operational risk to the Charity;
- present issues of a highly sensitive nature.

A person can make a complaint in writing, in person, by telephone, by email, online or by having someone complain on their behalf. Where it is clear that a complaint will need to be considered at the investigation stage rather than through frontline resolution, the complainant will be asked to complete the appropriate complaint form to provide full details of the complaint and include any relevant documentation. If they choose not to write it down and would prefer to complain in person, the complaint form can be completed with them and a letter to confirm the scope of the complaint issued to them.

The purpose of conducting an investigation is to establish all of the facts relevant to the points made in the complaint and to provide a full, objective and proportionate response to the complainant that represents the Charity's definitive position.

**What the Charity will do when it receives a complaint for Stage 2 Complaint Investigation** - The Charity will allocate the complaint to a Complaint Investigator (see section Governance of the Complaint Handling Procedure below). It is important to be clear from the start of the investigation stage exactly what is being investigated, and to ensure that both the complainant and the investigator understand the scope of the investigation. In discussion with the complainant, three key questions should be considered:

1. What specifically is the complaint (or complaints)?

2. What does the complainant hope to achieve by complaining?
3. Do the complainant's expectations appear to be reasonable and achievable?

If the complainant's expectations appear to exceed what the Charity can reasonably provide or are not within the Charity's power to provide, the complainant will be advised of this as soon as possible in order to manage expectations about possible outcomes.

Details of the complaint must be recorded on the system for recording complaints. Where the complaint has been through the frontline resolution stage this must be shown in the complaints log. At the conclusion of the investigation the log must be updated to reflect the final outcome and any action taken in response to the complaint.

### Timelines at Stage 2 Complaint Investigation –

- complaints will be acknowledged in writing within three working days;
- the Charity will provide a full response to the complaint as soon as possible, but not later than 20 working days from the time that the complaint was received for investigation.

**Extension to the timeline** - Not all investigations will be able to meet this deadline; for example, some complaints are so complex that they will require careful consideration and detailed investigation beyond the 20 working days timeline. Where there are clear and justifiable reasons for extending the timescale, senior management will exercise judgement and will set time limits on any extended investigation, with the agreement of the complainant. If the complainant does not agree to an extension, but it is unavoidable and reasonable, then senior management must consider and confirm the extension. In such circumstances, the complainant must be kept updated on the reason for the delay and given a revised timescale for bringing the investigation to a conclusion.

Where an extension has been agreed, this will be recorded appropriately and the proportion of complaints that exceed the 20 working day-limit will be evident from report statistics.

**Mediation and other dispute resolution options** - Some complex complaints (where, for example, the complainant and/or other involved parties have become entrenched in their position) may benefit from a different approach to resolving the complaint. Using mediation can help both parties to understand what is driving the complaint and may be more likely to result in a mutually satisfactory conclusion being reached. Whilst the Charity does not have a formal mediation service, parties wishing to consider alternatives to complaint investigation should enquire about this with the investigator. Where other means of dispute resolution are attempted, the complaint investigation will be suspended pending the outcome. If the complaint is not resolved by alternative resolution techniques, complaint investigation will be resumed, and revised timescales will be agreed.

**Closing the complaint at the Complaint Investigation stage** - The outcome of the investigation will be communicated to the complainant in writing. The decision, and details of how and when it was communicated to the complainant, must be recorded on the system for recording complaints. If a complainant remains dissatisfied, there is recourse to the Charity Commission who will be able to advise on whether they may be able to assist. The charity Commission can be contacted at:

<https://www.gov.uk/government/organisations/charity-commission>

If we cannot resolve a fundraising complaint, a complainant can contact the [Fundraising Regulator](#).

## Governance of the Complaint Handling Procedure

Staff roles and responsibilities:

### All staff will be aware of:

- the Complaints Policy and Procedure;
- how to handle and record complaints at the frontline resolution stage;
- who they can refer a complaint to if they are unable to handle the matter personally;
- the need to try and resolve complaints early and as locally (within their department) as possible and;
- their clear authority to attempt to resolve any complaints they may be called upon to deal with.

### Senior management will ensure that:

- the Charity's final position on a complaint investigation is signed off by an appropriate senior member of staff in order to provide assurance that this is the definitive response of the Charity and that the complainant's concerns have been taken seriously;
- it maintains overall responsibility and accountability for the management and governance of complaints handling within the Charity;
- it has an active role in, and understanding of, the Complaints Policy and Procedure (although not necessarily involved in the decision-making process of complaints handling)
- mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported at all levels in the Charity, and;
- complaints information is used to improve services, and this is clearly evident from/at regular staff updates.

**Investigations Manager** - reports to the director responsible for the manager and is responsible for receiving and acknowledging complaints at the Complaint Investigation stage. The Investigations Manager checks a complaint initially to ensure that they are within time and jurisdiction, refers them for frontline resolution if this has not been attempted and seems appropriate, and is responsible for the complaint investigation bearing in mind the need to avoid any possible conflict of interest. The Investigations Manager is also responsible (in consultation with senior management as necessary) for signing off the Investigation Report and for ensuring that

- a. individuals affected by the report are notified of the outcome as appropriate and
- b. case-specific remedial action and/or process improvement for the future are drawn to the attention of the relevant area(s).

The Investigations Manager is responsible for the conduct of the complaint investigation and is involved in the co-ordination of all aspects of the response to the complainant. This may include preparing a comprehensive written report, including details of any recommended procedural changes to service delivery. They have a clear remit to investigate effectively and reach robust decisions on more complex complaints. This also requires clear direction and support from senior management on the extent and limits of discretion and responsibilities in investigating and resolving complaints, including the ability to identify failings, take effective remedial action and issue an apology, where it is appropriate to do so.

## Recording complaints

To collect suitable data, it is essential that all complaints are recorded in sufficient detail. The minimum requirements are as follows:

- name and contact details of the complainant

- date of receipt of the complaint
- how the complaint was received
- category of complaint
- staff member responsible for handling the complaint
- department to which the complaint relates, including member(s) of staff/volunteer/trustee any complaint may relate to
- action taken and outcome at frontline resolution stage
- date the complaint was closed at the frontline resolution stage
- date the investigation stage was initiated (if applicable)
- action taken and outcome at investigation stage (if applicable)
- date the complaint was closed at the investigation stage (if applicable)
- underlying cause and remedial action taken (if applicable)
- response times at each stage

## Learning from complaints

Complaint Investigators will always try to ensure that all parties involved understand the findings of the investigation and any decisions made. Senior management will ensure that the Charity has procedures in place to act on issues that are identified. These procedures facilitate:

- using complaints data to identify the root cause of complaints;
- taking action to reduce the chance of this happening again;
- recording the details of corrective action in the complaints file;
- systematically reviewing complaints performance reports to improve performance.

The analysis of management reports detailing complaints performance will help to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed.

Where the Charity identifies the need for service improvement:

- a member of staff (or team) will be designated the 'owner' of the issue, with responsibility for ensuring that any identified action is taken;
- a target date will be set for the action to be implemented, and followed up on to ensure delivery within this timescale;
- where appropriate, performance in the service area will be monitored to ensure that the issue has been resolved.

## Maintaining confidentiality

Complaints will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement. In determining access requirements the Charity will have regard to legislative requirements; for example, data protection regulations and freedom of information legislation and also internal policies on confidentiality and the use of complainant information.

Information about individual complaints will only be shared with those who need access for a legitimate Charity purpose. This includes staff investigating and responding to the complaint.

Where possible, members of staff should be informed if a complaint has been made about them or actions for which they were responsible. UK Youth has a duty of care to staff complained about as well as to complainants. We will ensure members of staff have an opportunity to respond to the allegations made, where appropriate.

Individuals have the right to access information concerning them, for example complainants (and other parties to the complaint) are entitled to access the information about them gathered by complaint investigators. Exceptions to the right to access information about oneself include occasions where disclosure would have an adverse impact on health and wellbeing, management planning, negotiations or the prevention or detection of crime.

Promises of confidentiality will only be given when absolutely necessary to obtain the co-operation of a witness. For example, a witness to an alleged assault may be unwilling to provide a statement to complaint investigators without a promise of confidentiality. Promises of confidentiality will be specific and agreed by a senior manager.

## Difficult complaints and unacceptable behaviour

Some complaints can be difficult to deal with because of their complexity or sensitive nature, some can be difficult because UK Youth may have got things wrong and needs to apologise and others can be difficult because of the approach of the person making the complaint. All employees should try to remember that sticking to the facts and keeping emotion out of the situation will help. Regardless of the manner in which a complaint is made and pursued, its substance must be considered carefully and on its objective merits.

If an employee believes that the person making the comment is being abusive, offensive or threatening, he/she is not expected to tolerate such behaviour; if it occurs on the phone or face to face, the employee should make a note of what is being said and should terminate the conversation politely and calmly as soon as possible. The employee should refer the matter to their line manager, who will deal with the situation in accordance with the *Bullying and Harassment* procedure. It may be necessary to require the person making the comments to communicate only in a particular way e.g. in writing and not by phone, or to communicate only with a designated employee; however every attempt should be made to continue to deal with the complaint

**Communicating and reporting** - if the Charity decides not to progress the complaint because it deems the complainant's behaviour to be unacceptable, the complainant will be informed in writing of our reasons for such a decision, which will be taken by a senior member of staff and will normally be final.

## Review

This procedure will be reviewed and updated to reflect any changes in legislation that would require UK Youth to amend its policy and procedures. As a minimum, it will be reviewed every two years.

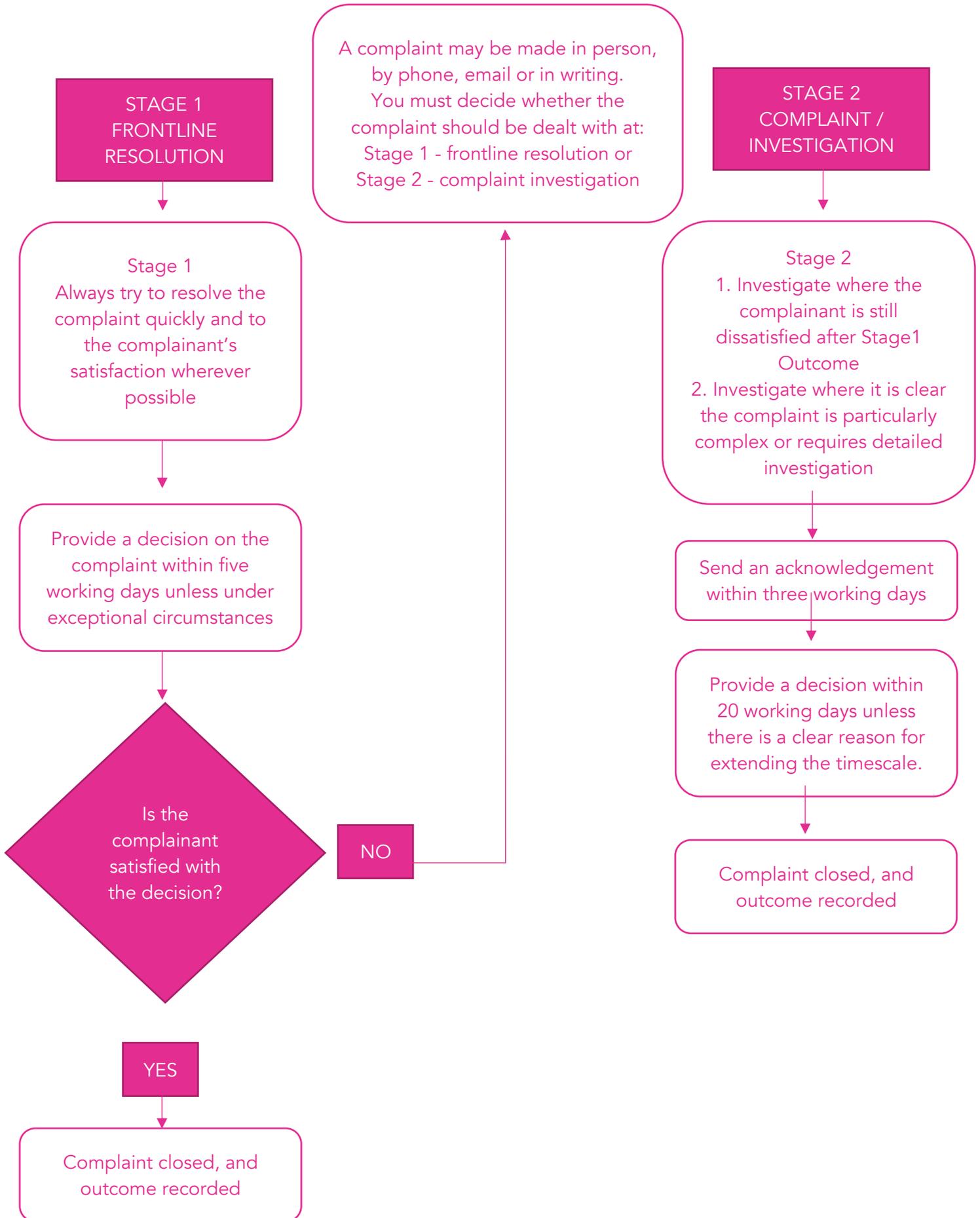
## DOCUMENT CONTROL SHEET

Comments – Complaints, Criticisms, Suggestions & Compliments

Issue Number: Issue 7  
Document Owner: Operations  
Date: September 2018  
Review Date: Sept 2020

Document History: Issue 1 - 1<sup>st</sup> formal issue  
Issue 2 Review No Changes  
Issue 3 Review No Changes  
Issue 4 Change of CEO  
Issue 5 Change of ownership to Chief Operating Officer  
Issue 6 Updated Responsible staff  
Issue 7 complete revision

Document approved by: Director of Operations & Avon Tyrrell



### UK Youth complaint procedure: a short guide for members of the public (to be published on UK Youth websites)

UK Youth are committed to providing high quality services to our membership and members of the public who use the Charity's services or engage with us. We value complaints and use information learnt from them to help us improve what we do and how we do it. If something goes wrong or you are dissatisfied with what we are providing, please tell us – you should feel free to raise matters of concern without risk of disadvantage. This document describes our complaint procedure and how to make a complaint.

#### What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

#### What can I complain about?

You can complain about things like:

- the quality and standard of any service we provide;
- failure to provide a service;
- the quality of our facilities or resources;
- unfair treatment or inappropriate behaviour by a staff member or someone representing the Charity;
- the failure of the Charity to follow an appropriate process;
- dissatisfaction with Charity policies;
- fundraising activities undertaken by the charity, or those acting 'in aid of' or 'on behalf of' the charity.

Your complaint may involve more than one aspect of the above, more than one department, or be about someone working on our behalf.

#### What you can't complain about?

There are some things we can't deal with through our complaint handling procedure.

These include:

- a request under Freedom of Information or Data Protection legislation;
- a request for information or an explanation of policy or practice;
- an issue which is being, or has been, considered by a court or tribunal;
- a request for compensation only;
- an attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

We will not normally treat information received through routine feedback mechanisms – such as responses to questionnaires – as complaints.

If other procedures or rights of appeal may help you resolve your concerns, we will give information and advice to help you.

## Who can complain?

Anyone who receives, requests or is directly affected by the services of the Charity can make a complaint to us. We encourage anyone with a complaint to approach us directly but can accept a complaint made on your behalf (e.g. through a friend or a family member) provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

## How do I complain?

You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the service concerned. Please talk to a member of staff within the department you are complaining about so that they can try to resolve any problems on the spot.

When complaining, please tell us:

- your full name and address;
- as much as you can about the complaint and what has gone wrong;
- how you would like us to resolve the matter.

Alternatively, please use the form at the end of this document.

## Is there a time limit for making a complaint?

Normally, you must make your complaint within six months of:

- the issue arising, or
- finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## What will happen if I complain?

Our complaint procedure has two stages:

**Stage 1 – Frontline Resolution** - We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member. This can be done face-to-face, by phone, in writing or by email.

We will give you our decision at Stage 1 within five working days unless there are exceptional circumstances.

Our response will:

- clearly outline our decision providing clear, evidence based reasons for this decision;
- Respond openly to all of the substantive points raised by a complainant and explaining why the organisation considers these points justified or not;
- Take responsibility for the actions of our staff and those acting on behalf of the organisation;

- Acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate;
- Include any lesson learnt and any changes made to services, guidance or policy as a result of the complaint.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you get our initial decision.

**Stage 2 – Complaint Investigation** - Deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. We have a complaint form, see below, which will help you to state your complaint clearly to us. Although we will also accept complaints that are made in person or on the phone, we encourage you to complete the complaint form in the interests of clarity and in order to best assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint;
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

## What if I'm still dissatisfied?

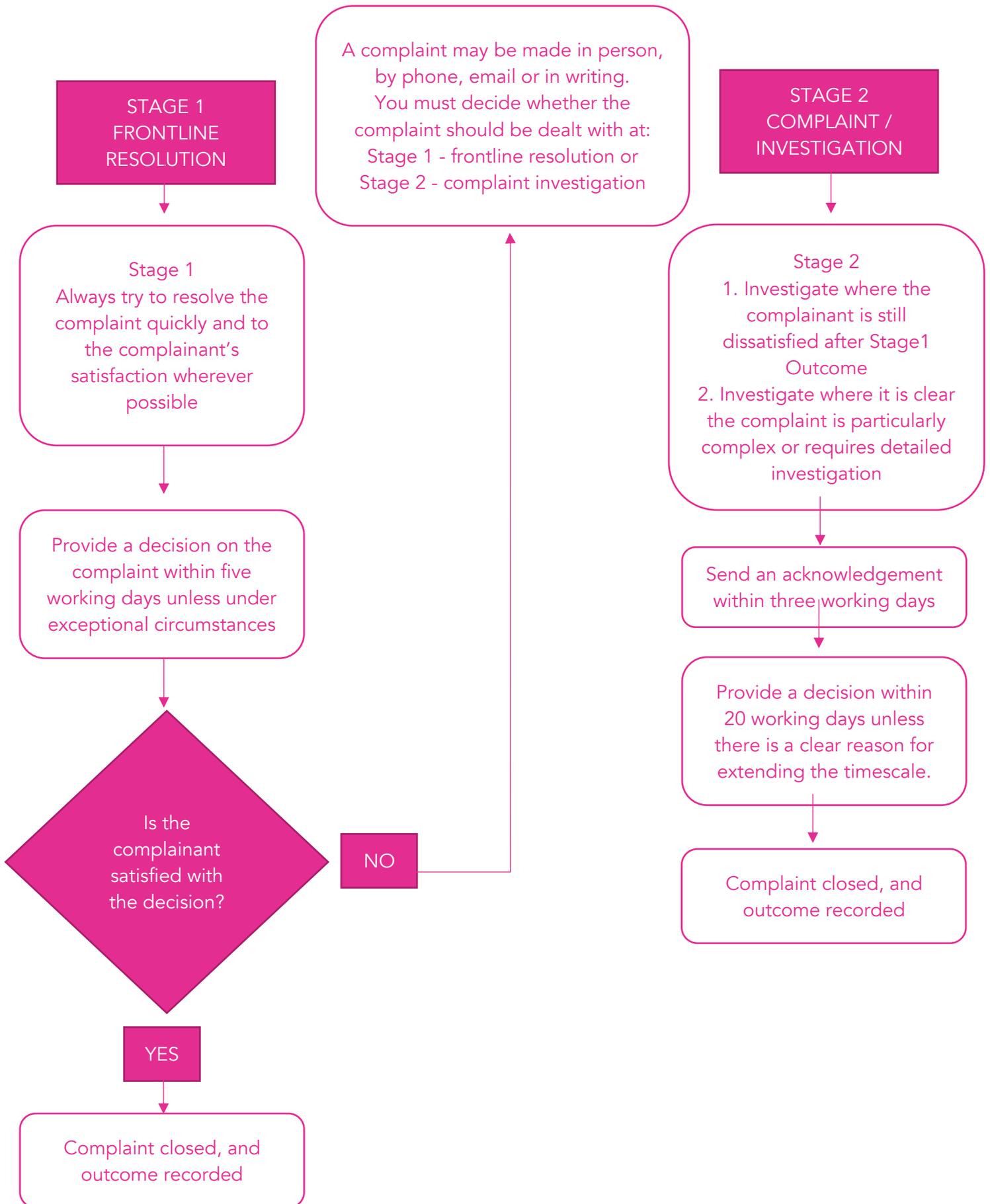
After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Charity Commission who will be able to advise on whether they may be able to assist. The charity Commission can be contacted at: <https://www.gov.uk/government/organisations/charity-commission>.

If we cannot resolve a fundraising complaint, a complainant can contact the [Fundraising Regulator](#).

## Getting help to make your complaint

We are committed to making our service easy to use. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services.

For a quick guide to our complaint procedure, please see the summarised diagram.



## Complaints Reporting Proforma

### Information for all complainants

If you have a complaint about a matter which is the responsibility of the Charity, and it has not been possible to informally resolve this via front line resolution please complete the form overleaf to enable us to investigate your complaint.

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete; please see Section 3 of the form.

The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

Once completed, this form should be submitted by email to [info@ukyouth.org](mailto:info@ukyouth.org) or by post to:

Director of Operations  
UK Youth, Avon Tyrrell Outdoor Centre, Bransgore, Hampshire, BH23 8EE

## UK Youth Complaint Form

### Personal Details

First Name:	
Surname/family name:	
Address:	
Email:	
Telephone:	

### Your Complaint

A. Please provide a summary of your complaint below (300 words max).

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B. Please describe what action you have taken to pursue the complaint to date (200 words max)

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C. Please provide a brief explanation of the issue(s) you consider to be unresolved (400 words max).

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D. Please explain how you would like your complaint to be resolved (200 words max).

E. If you are submitting a complaint more than six months from when you first became aware of the problem, please provide a brief explanation for the delay (200 words max).

## Supporting documentation

Do you wish to submit any supporting documentation for consideration?

Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Signature:

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Date:

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