



Complaints Policy



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Complaints Policy

1. Overview

The Youth Adventure Trust aims to provide all our stakeholders with the best possible service. However, we recognise that from time to time there may be occasions when users of our services, staff, volunteers or members of the public feel that the quality or level of service provided falls short of what they could reasonably expect.

Therefore we aim to ensure that:

- making a suggestion or complaint as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- we learn from complaints, use them to improve our service, and annually review our complaints policy and procedures

This policy ensures that we welcome suggestions and provide guidelines for dealing with complaints about our services, facilities, staff and volunteers.

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. For staff and volunteers, we would expect you to raise any complaints directly with your line manager in the first instance.

All other complaints, depending on their nature, should be reported to either the Director of Programmes & Development or the Director of Fundraising.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual about who the complaint has been made.
- review our procedures when a complaint has been made.

We would expect most issues to be dealt with on this informal basis, but if you are not happy with the outcome and your complaint has not been resolved, please follow the formal procedure below.

2. This is what you should do to make a formal complaint:

The complaint should be made either in person, or by telephone, letter or email to the Chief Executive who will acknowledge, in writing within five working days, the receipt of any complaint. If the complaint is about the Chief Executive the complaint should be addressed to the Chair of Trustees (marked '*Confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

3. This is what the Youth Adventure Trust will do:

The Chief Executive (or Chair) will 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 Chief Executive (or 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 panel of at least two Trustee Board members.

If the complaint relates to fundraising the complainant can contact the [Fundraising Regulator](#). Any fundraising complaints will also be reported in our annual report and accounts.

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.

The Chief Executive (or Chair) will keep the Trustee Board informed of the number and nature of complaints, the outcomes and any actions taken as a result. S/he will report to the Board on this at least annually.

The Youth Adventure Trust will ensure that any complainant is protected from victimisation and harassment and is treated fairly. Further details can be found in our Whistle Blowing Policy.

4. Contact:

If you have a complaint:

Chief Executive (or Chair of Trustees)	mark@youthadventuretrust.org.uk
Youth Adventure Trust	07811 261516
Windmill Hill Business Park	
Whitehill Way	info@youthadventuretrust.org.uk
Swindon	0330 1232664
SN5 6QR	

Youth Adventure Trust Complaints/Suggestions Form

You may use this form to make a suggestion or to make a complaint about the Youth Adventure Trust.

We would like you to return this form as soon as possible using the contact details in section 4 of the Complaints Policy.

Your Name

Address

.....

Telephone

Date of any relevant incident:

Approximate time of incident:

Complaint / Suggestion details:

What action would you like to be taken?

What days/times are convenient for you to have an appointment to discuss this?