



# Complaints Policy

October 2018

## **25. COMPLAINTS POLICY**

### **SECTION 1 POLICY STATEMENT**

Youth Options is committed to ensuring that all young people participating in any of our programmes have a positive and rewarding experience. However, it is inevitable that there may be an occasion when a concern arises that requires investigation.

In the majority of cases, it is expected that any such concerns will be resolved in an appropriate and effective way with the relevant member of SMT or SLT. However, should a complaint be raised that requires a more formal investigation and response, Youth Options has a procedure in place to ensure that the complaint can be dealt with as quickly as possible and in the best interests of all parties involved.

## **SECTION 2**

### **POLICY PROCEDURES**

#### **Access to Policy**

- A copy of Youth Options Complaints Policy will be available on request at all of our offices and delivery sites.
- The procedures for making a complaint will be made clear to anyone wishing to make a complaint.

#### **How to Make a Complaint**

- If your complaint relates to a specific event or project delivered by Youth Options, the initial contact should be with the member of staff running the event or the Operations Manager, who will do their best to resolve any issues of concern.
- If, after this initial contact, you feel that your concern has not been addressed, you should then contact our head office and ask to speak to a member of the Senior Leadership Team, who will assist you. If your complaint is of a serious nature and you wish to speak to a senior member of staff immediately, you should contact our head office.
- Youth Options is committed to acknowledging all formal complaints within seven days, and aims to resolve all complaints within four weeks. In the case of more serious complaints this may take longer, but you will be kept informed of progress.
- If you have concerns that your complaint was not handled correctly in the first instance and still believe that you have not had a satisfactory outcome, you should contact the Chief Executive in writing at our head office, who will investigate the procedures followed subsequent to you lodging your complaint. If, after reviewing the procedures the Chief Executive discovers discrepancies, a further investigation will be carried out. If, after reviewing the procedures, the Chief Executive is happy that the procedures were followed correctly and your complaint has been addressed, the matter will be closed. Youth Options will only review an original response to a complaint once, and when the Chief Executive is satisfied that the response and the outcome were satisfactory, there will be no further investigation or appeal.
- In Line with Early Years requirements, dissatisfied parents can also, if they wish, contact OFSTED on 0300 1231231 – A poster promoting this is displayed in all childcare settings.

## **Confidentiality**

- All concerns and complaints will be treated with discretion, and, as far as possible will be treated in confidence. However, some information will have to be shared with those involved in order that the complaint can be investigated; where there is a statutory requirement, specific agencies will be notified in regard to certain types of complaint.

## **Recording and Monitoring Complaints**

- All complaints received by a member of staff must be recorded, even if the complaint is resolved informally. Both informal and formal complaints will be recorded and reported to the Board of Trustees on an annual basis.

## **Youth Options Contact Details**

Head Office: 2 Eastwood Court  
Broadwater Road  
Romsey  
Hampshire  
SO51 8JJ

**Telephone:** 01794 525510

**Email:** [admin@youthoptions.co.uk](mailto:admin@youthoptions.co.uk)

**Website:** [www.youthoptions.co.uk](http://www.youthoptions.co.uk)