



Young People March Ltd



The Centre, City Road, March, Cambridgeshire PE15 9LS

01354 650645 Web: www.ypm.org.uk E-Mail: admin@ypm.org.uk

YOUNG PEOPLE MARCH LTD COMPLAINTS POLICY AND PROCEDURE.

Policy Statement

Young People March Ltd will ensure that complaints are handled in a fair, efficient and transparent manner. Our organisation is committed to resolving complaints promptly while treating all parties with respect and ensuring continuous improvements based on feedback. All complaints are taken seriously and confidentially.

The policy applies to all YPM service users and their families, employees, and the public who interact with our organisation. YPM will pursue actively any complaints received in connection with its services, staff conduct or organised activities. This procedure sets out what will be done to make sure this happens.

Employees will take responsibility to own “problems” and deal with them through the complaint’s procedure. An important test of customer service is that whoever the service user or staff member happens to speak/or write to first must ensure that they are sympathetic and listen to the service users or staff concerns with the aim of resolving the complaint at this first opportunity. Dealing with complaints is the responsibility of everyone. This is to make sure the approach to customer service is consistent, of a high standard, and always is addressed with a “customer first” ethos.

Aims of the Policy/Procedure

To enable all employees to understand the importance of a speedy and effective response to a complaint from service users or other staff members.

To ensure a consistent approach to all complaints.

To help identify recurring problem areas so that improvements can be made.

Responsibility

The managers are responsible for the development and monitoring of this policy and making sure all employees know and understand their responsibilities. They will also make sure that complaints are recorded, monitored, and satisfactorily resolved and reported. All complaints are reported to the board of directors immediately.

Definition

A complaint is any expression of dissatisfaction with a service or the organisation or its employees that needs a response.



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Procedures

All complaints are logged and recorded by the employee who receives the complaint. All complaints will be acknowledged within 5 days of receipt, the complainant will receive a reference number and details of the next steps.

the employee who receives the complaint will log

- Date and time of complaint.
- Name of staff member completing the record
- Short description of complaint
- Review and assess complaint
- Investigation details
- Interview details if necessary
- Action taken.
- Outcomes (may include a formal apology, remedial action e.g refund, replacement etc)
- Feed back given to the complainant

Complaints can be received by:

Letter, Email, Telephone, Face to face

The individual who logs the complaint is responsible for informing the board of directors' chairperson and the managers that this has happened and making sure the information is accurate and logged as soon as possible. This recording is vital in making sure the customer is not repeatedly asked for information again, should the complaint be escalated.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the customer.

Timescales The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via letter/email within 5 working days of receipt. Complainants will be advised in this communication of the complaint's procedure and details of who they can speak to about it. This will be supplied at all stages.

Procedures

Three stages

- Resolve at the first point of contact.



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All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that most complaints will be resolved at this stage.

If the service user or staff member decides they are not satisfied, or the member of staff is unable to resolve the issue, then the complaint moves to Stage Two.

- Manager

It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the service user or staff member at this stage. The complaint will be reviewed by a manager who will investigate and respond to the service user/or staff member within 10 working days.

If the customer is not satisfied, they have the right for their complaint to be dealt with by the chairperson on the board of directors of YPM

- Escalated Complaint to directors

Complaints at this stage are very serious. The complaint is passed to the Chair to deal with. He/she will investigate the complaint and after gathering all evidence will give an appropriate written response to the complainant within 5 working days. If this is not possible the customer will be kept updated regularly on progress whilst the complaint is being investigated.

It is the intention that all complaints will be resolved at this point.

The outcomes of any complaint will be communicated clearly to the complainant in writing or as otherwise agreed.

Complaints about the Chairperson

If the complaint is about the Chairperson, customers will be invited to complain to the other Board of Directors. In these instances, it is the responsibility of the Board to resolve the issue. A representative from the Board will send the customer a full written response within two days of its meeting.

Report form for complaints procedure!

Name of staff member completing the record

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Short description of complaint



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Action taken.

Outcomes

Reviewed January 2025 signed Sean Brown chairperson.

A handwritten signature in black ink, appearing to read 'S. Brown', followed by a period.