



COMPLAINTS POLICY

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COMPLAINTS POLICY

1	<p>At KPC Youth we actively encourage feedback about our service both positive and negative, and suggestions from members, parents and the community. We want to ensure we meet local needs and will do our utmost to respond to complaints in an appropriate manner.</p> <p>Complaints may be from:</p>	
2	<p>Members:</p> <p>At KPC Members have the opportunity to give feedback and suggestions through the following means:</p> <ul style="list-style-type: none"> • Suggestions box (anonymous) • Face to face • Questionnaires/Evaluations • Surveys <p>All members are made aware of our rules of behaviour at KPC Youth. In the event of a ban being issued, a letter is sent home to the parent/guardian explaining the reason for the ban, and duration. The parent is also invited to come in and discuss the issue with the Senior Youth Worker on duty, or attend the post ban meeting.</p> <p>If a member has cause to complain about how a situation is handled, or the length of their ban, they are asked initially to put this in writing to the Project Development Manager who will decide course of action/whether a meeting is necessary. If necessary they will be helped in writing the letter and express their grievances. This may involve the issue being put to the Board of Directors for their consideration.</p>	
3	<p>Parents/Guardians:</p> <p>At KPC we need parental co-operation and support, especially when dealing with incidents.</p> <p>If a parent calls in or phones in complaining about an issue concerning their child, staff will attempt to answer their questions or give explanations as far</p>	

	<p>as they are able within the limits of their knowledge and authority and as truthfully as they are able.</p> <p>If the parent or community member is not pacified/reassured, then the staff member should either get the Senior Youth Worker or Project Development Manager to deal with it, or they should be briefed about the issue as soon as possible so that a further meeting can be arranged.</p> <p>The Senior Youth Worker or Project Manager will assess the situation and decide whether the matter needs to be discussed in the privacy of an office, what instructions to give to other members of staff to monitor his/her safety during the interview and what further information from staff/files he or she should be aware of.</p> <p>If in the interview it is obvious that the complainant is becoming more abusive or irate, and they cannot be calmed, the meeting should be brought to a speedy end, particularly if the behaviour is intimidating or threatening, and told that the matter will be put to the Board of Directors for their consideration/final decision.</p> <p>If complaints or derogatory remarks are made on Facebook regarding KPC or staff, no response is to be made, but the issue taken to the Senior Youth Worker/Project Development Manager who will decide on course of action/response (if appropriate)</p>	
4	<p>Volunteers:</p> <p>If an issue cannot be resolved during Supervisions, then the issue/complaint may be referred on to the Project Manager/Board of Directors.</p>	
5	<p>Staff:</p> <p>Again any issues/complaints are initially asked to be discussed with either the Senior Youth Worker or Project Manager, or discussed during the regular Supervisions. If necessary the issue may then be referred on to the Board of Directors.</p> <p>It is hoped that all issues/concerns can be dealt with as promptly and informally as possible, before escalating. In all instances outcomes/decisions will be fed back to the complainant.</p> <p>If the matter is a grievance issue, please see separate policy/details in Contract of Employment</p>	

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Funders:

KPC is committed to working with our funders to ensure we meet with their specifications and outcomes. When funders have reason to complain about issues such as outcomes, delivery, misuse of funds etc., we will work with the funder to address these issues/concerns as promptly and efficiently as possible to work towards a resolution.