

<b>Policy Title</b>	<b>YFNW ISSUES, COMPLIMENTS &amp; COMPLAINTS POLICY AND PROCEDURE VERSION 1.0</b>
<b>Author</b>	Youth Focus NW
<b>Approved by</b>	CEO
<b>Audience</b>	<ul style="list-style-type: none"> <li>● Staff Team</li> <li>● Volunteers</li> <li>● Associates</li> <li>● Board of Trustees</li> <li>● Partners</li> <li>● All associated with the working of the Charity</li> </ul>
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**Contents:**

**Page:**

Statement of Intent 1

Concerns about young people, workers or organisations 2

Procedure 3

## **General Statement of Intent**

Youth Focus NW (YFNW) is a Charitable Company Limited by Guarantee and governed by a Board of Trustees.

Our mission is to Improve the lives of young people in the North West

Our work naturally falls into 3 areas:

**Deliver – We work with young people to have a voice and we work with organisations and services who want to give young people a voice**

**Develop - We help develop Youth Work practice**

**Bring Together - We bring people together to create networks and partnerships**

YFNW believes that your views are important and that compliments and complaints give us valuable information about the way we provide our service and how we can improve it.

You may complain to YFNW if you consider:

- We have failed to do something we should have done
- We have done something badly
- We have treated you unfairly or discourteously

We appreciate feedback and if something goes wrong we need to know about it as it helps us to continually improve our services. Sometimes YFNW cannot do all that is asked of us. This may be because of lack of resources or for other reasons. However, if something cannot be done you deserve an explanation.

It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us. You can give that feedback to us in person at events or meetings.

You may have an issue you wish to raise informally and you can do this:

- In person
- By phone
- By email
- At a meeting both planned or requested.

If you feel the issue is more serious you can either put your complaint in writing to the Chief Executive Stuart Dunne by post at **Youth Focus NW**, Unit 6B, Micklehead Business Village, St Michaels Road, St Helens. Merseyside, WA9 4YU or via email to [s.dunne@youthfocusnw.org.uk](mailto:s.dunne@youthfocusnw.org.uk)

You can ask to see or speak to Stuart Dunne or the YFNW Business Manager Sharon Watts Tel: 01744 810 838 who will take down a full written statement.

Please make sure you tell us:

- What has happened
- When it happened
- The background to the problem, if you think it is relevant
- What you've done to try and sort it out
- What you want us to do to put things right

We will acknowledge it within a week of receipt, share the complaint with the relevant officers from YFNW and/or Board and investigate it as quickly as possible. We may contact you for further information.

Normally the complaint will be investigated by the line manager of the member of staff responsible for providing the service you have complained about. This manager will write to you within four weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Chief Executive to review the handling and investigation of your complaint. If after this you are still not satisfied, you may write to the Chair of the Trustee Board c/o Youth Focus NW address.

### **Concerns about young people, workers and organisations**

When lots of young people and organisations work together there may be times when there are concerns or issues. If you have concerns about other young people, youth workers or organisations you should raise them with YFNW. You could do this:

- At a meeting or event
- At one of your organisation's one to one meetings
- At a Worker Support Network Meeting
- By telephone or email to a YFNW member of staff

If the issue or complaint is considered to be one of Safeguarding or Child Protection, YFNW will follow its Safeguarding Policy and Procedures (add link)

## Youth Focus NW Compliments & Complaints Policy & Procedure

