



Empowering Young People

Complaints, Compliments and Suggestions Policy

September 2020

1.0 POLICY STATEMENT

HYP is committed to delivering a quality service. In order to continually improve and develop our service we want to hear from our customers, children or young people regarding complaints, compliments and suggestions.

This policy applies to all employees of HYP, irrespective of length of service and whether permanent, temporary, casual, part-time or on fixed-term contracts, trustees, management committee members and volunteers.

HYP reserve the right to amend this policy and the procedures contained within it as it sees fit or apply a different policy as appropriate.

All members of the HYP community should be mindful of our policies. Policies will be accessible from the HYP office and online.

The HYP community includes all staff members, trustees, members of the management committee, young people, parents/carers and visitors.

The HYP team is committed to ensuring that staff have access to regular and appropriate training to support the health & welfare of the children, young people and their colleagues.

To ensure staff, customers, children and young people know where to direct complaints, compliments and suggestions we follow these key points:

- HYP aims to provide staff, volunteers, children, young people and customers with the best possible experience and actively seeks feedback.
- HYP seeks to continually develop its service and is aware that complaints, compliments and suggestions aid this development.

HYP, Humphry Davy Lane, Hayle, Cornwall, TR27 4AR
info@teamhyp.co.uk 01736 755790 www.hyp.co.uk



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- Staff complete feedback sheets with children and young people.
- Team meetings and supervisions provide opportunities for staff and volunteer team to raise complaints, compliments and suggestions.

1.1 INFORMAL COMPLAINTS

Any comments made verbally, via social networking or in writing that suggest dissatisfaction will be dealt with as an informal complaint.

The member of staff receiving the informal complaint will react with professionalism and ensure they understand the nature of the complaint. An appropriate solution that reflects the nature of the complaint can be sought. The member of staff received the complaint must make it known to their lead worker.

If a solution acceptable to both parties cannot be found, then the customer / client will be advised to make a formal complaint.

All complaints to be logged in session reports.

1.2 FORMAL COMPLAINTS

A formal complaint must be presented in writing to:

Jacqueline Hart, Project Manager, HYP, Humphry Davy Lane, Hayle TR27 4AR.

If the complaint is in regard to the project manager then a formal complaint must be presented in writing to:

Chairman of the Management Committee, HYP, Humphry Dave Lane, Hayle TR27 4AR.

Mainstream/commercial customers:

Complaints will be responded to within 5 working days.

Children and young people/core charity client:

The document will be signed by the complainant and the lead worker, project manager or deputy manager as an accurate statement of the complaint.

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The complaint will be responded to within 5 working days to confirm receipt of the complaint, as well as the process and the timescales involved.

All formal complaints will be reviewed by project manager, deputy manager and trustees.

The complainant may be invited to interview (at a time and location of their convenience) to clarify details regarding the complaint, they will be able to bring a representative to this interview for support purposes if required.

If the complaint involves the behaviour or actions of a HYP team member that team member will be informed of the complaint against them as soon as possible. Depending upon the nature of the complaint and potential disciplinary procedures the team member may be suspended for the duration of the investigation. The team member will be kept informed throughout the process.

Upon completion of the investigation the complainant will be notified in writing of the outcome.

1.3 APPEAL / ESCALATION

If the complainant is not satisfied, they may appeal in writing to the chair of trustees within 7 days (write to chair of trustees, c/o HYP as above and mark letter private and confidential). The matter will then be investigated by the remaining management committee members who are independent to the initial process.

The appeal panel will consider the appeal and surrounding evidence and the decision of the panel will be viewed as final.

If the complaint is regarding a safeguarding matter that has not been dealt with by HYP to your satisfaction and you still have concerns for the safety or welfare of a young person or vulnerable adult you can direct your concern to:

MARU (Multi Agency Referral Unit): 0300 1231 116 or email
multiagencyreferralunit@cornwall.gcsx.gov.uk (children, young people)



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LADO (Local Area Designated Officer): 01872 326536 (for concerns around the conduct of staff or volunteers)

For any complaints not handled to your satisfaction regarding issues of health and safety please contact:

Health and Safety Executive: 0300 003 1747

1.4 MONITORING

HYP will record all formal complaints and review annually to assess and trends or training issues that may arise. This monitoring process may also result in the complaints, compliments and suggestions policy being reviewed.

1.5 COMPLIMENTS

Compliments, positive news and thank you messages to be shared with the staff team at appropriate briefings, as well as other suitable opportunities.

Compliments may also be shared via social networking if the customer / child or young person is agreeable.

1.6 SUGGESTIONS

Any customer, children and young people wanting to make a suggestion to improve the service will be supported by their worker / programme manager to complete a suggestion form.

Suggestions forms are to be submitted to Jacqueline Hart, project manager and will be presented at management meetings for consideration.

Parties making suggestions will then be informed of outcome of suggestion in writing within 5 days of the management meeting.

For children and young people there is a suggestion box located by the main entrance to the hall. Children and young people can make suggestions anonymously and all suggestions will

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be considered by the project manager / deputy manager and if acceptable will be presented at the management meeting for approval.



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Statement of understanding

Upon signing this document, you are confirming that you have read, understood and agree to comply with the policy and procedures laid out in this document, along with any applicable laws, rules and regulations relating to its subject matter.

Name	Position	Date	Signature

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