



Empowering Young People

# COMPLAINTS, COMPLIMENTS AND SUGGESTIONS POLICY

HAYLE YOUTH PROJECT  
VERSION 2.0



# Complaints, Compliments and Suggestions Policy

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## Contents

Version Control .....	2
Introduction .....	3
Scope .....	3
Informal Complaints .....	3
Formal Complaints .....	4
Appeal .....	5
Third Party Resolution .....	5
Monitoring .....	6
Compliments .....	6
Suggestions .....	6
Statement of Understanding .....	7



## Version Control

<b>Prepared by A.Wilde</b>	<b>First Review by J.Hart &amp; D.Lawton</b>	<b>Second Review by J.Daniel &amp; G.Anderson</b>	<b>Issued by David Raymer</b>
<b>Date:</b> 23/09/2020	<b>Date:</b> 28/09/2020	<b>Date:</b> 30/09/2020	<b>Date:</b> 20/10/20
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VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
2.0	Policy Pros	April 2022	April 2023	Reviewed and updated
2.0	Policy Pros	March 2023	April 2024	Reviewed no changes.



# Complaints, Compliments and Suggestions Policy

## Introduction

HYP is committed to delivering a quality service and fulfilling the needs of our community.

In order to continually improve and develop our service and to learn from any mistakes made we want to hear from our service users, their parents, guardians or care providers and other stakeholders regarding complaints, compliments, and suggestions.

To ensure staff and stakeholders know where to direct complaints, compliments, and suggestions we follow these key points:

- HYP aims to provide staff, volunteers, service users, their parents, guardians, or care providers, and other stakeholders 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.
- Staff complete feedback sheets with service users and their family/carers.
- Team meetings and supervisions provide opportunities for staff and the volunteer team to raise complaints, compliments, and suggestions.

## Scope

This policy applies to all HYP staff irrespective of length of service and whether permanent, temporary, casual, part-time or on fixed-term contracts, Associate Trustees/Trustees, members of the Executive Board 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, Associate Trustees/Trustees, members of the Executive Board, service users, their parents/carers, and visitors.

## Informal Complaints

Any comments made verbally, via social networking, or in writing that suggest dissatisfaction where no harm was caused 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.



## Complaints, Compliments and Suggestions Policy

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If the complaint relates to a serious occurrence or if harm was caused, it must be escalated to a formal complaint as per the procedure below, and the complainant should be asked to submit the complaint formally in writing.

An appropriate informal resolution that reflects the nature and severity of the complaint will be sought via an informal discussion.

Often a simple apology may be sufficient to resolve the issue, however regardless of whether further action should be taken, staff should offer a sincere apology where HYP were at fault.

When the complainant was satisfied with the apology and informal resolution, the member of staff receiving and managing the complaint must make the details known to their line manager.

If a solution acceptable to both parties cannot be found the complainant will be advised to make a formal complaint.

All complaints must be logged in session reports regardless of whether they were resolved informally or are being escalated to a formal complaint.

### Formal Complaints

A formal complaint must be presented in writing to:

**Manager, HYP, Humphry Davy Lane, Hayle TR27 4AR.**

If the complaint concerns the Manager, it must be presented in writing to:

**Chairman of the Executive Board, HYP, Humphry Dave Lane, Hayle TR27 4AR.**

The complaint will be managed as follows:

- Complaints 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 the Manager, Deputy Manager and Associate Trustees/Trustees.
- The complainant may be invited to interview (at a time and location of their convenience) to clarify details regarding the complaint. They may bring a representative to this interview for support purposes if required.
- At this stage we may seek to discover what form of resolution the complainant finds acceptable; however resolutions and sanctions must be fair, measured, and appropriate. Therefore, any proposed resolutions we consider to be excessive and unbalanced will not be considered.
- The documented complaint will be signed by the complainant and the manager chairing the meeting as an accurate statement of the complaint.

## Complaints, Compliments and Suggestions Policy

- 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.
- Complaints relating to a serious concern or occurrence or concerning a member of the HYP team or individual providing services on our behalf in a volunteering or contracting capacity will in most circumstances require a fact-finding investigation which may involve interviewing those involved to ascertain the details surrounding the incident(s).
- Upon completion of the investigation the complainant will be notified in writing of the outcome.

The facility to agree on a timeframe with the complainant will not be seen as a means of unduly extending the process of responding to complaints, but rather as a means of setting a realistic timescale given any circumstances which may arise, the timescale of the investigation, time required to seek third party guidance, and the arranging of a mutually suitable time to conduct the meeting.

### Appeal

If the complainant is not satisfied with the outcome of the formal complaints' procedure, they may appeal in writing to the Chair of Executive Board, Associate Trustees/Trustees within 7 days (write to Chair of Executive Board, Associate Trustees/Trustees, c/o HYP as above and mark the letter private and confidential).

The matter will then be investigated by the remaining Executive Board members who are independent of the initial process.

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

### Third Party Resolution

If the complaint is regarding a safeguarding matter that has not been dealt with by HYP satisfactorily you still have concerns for the safety or welfare of a young person or vulnerable adult, these should be directed to:

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

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

For any complaints regarding issues of health and safety please contact:

# Complaints, Compliments and Suggestions Policy

**Health and Safety Executive: 0300 003 1747**

If your complaint and appeal are not resolved to your satisfaction, you may wish to explore other routes of making a complaint against HYP through our regulatory body:

**The Charity Commission:** <https://www.gov.uk/government/organisations/charity-commission#org-contacts>

## 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.

## Compliments

Any compliments, positive news, and thank you messages received in writing or in person must be shared with the team at appropriate briefings or at any other suitable opportunities.

Compliments may be shared via social networking if the service user and their appropriate adult are agreeable.

## Suggestions

Any service user, their parent, guardian or carer, or any other stakeholder wishing to make a suggestion as to how we may improve the service can be supported by their Keyworker, Programme Manager, or a member of staff to complete a suggestion form.

Alternatively, there is a suggestion box and blank forms located by the main entrance to the hall which allows suggestions to be made anonymously.

Suggestions forms are to be submitted to the Manager and will be presented at management meetings for consideration.

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





# Complaints, Compliments and Suggestions Policy

## 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





# Complaints, Compliments and Suggestions Policy


