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## Complaints Policy and Procedures



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## Introduction

At Phoenix Youth Provision, we are committed to providing a high-quality service to all young people, and others, who access our facility and services. We are always striving to work to the highest standards. However, we realise that, from time to time, things can go wrong, or we may not meet your expectations. We welcome feedback regarding our service and activities. This will help us to improve.

Any formal statement by a member of the public or a partner or other organisation regarding dissatisfaction with the standard of work or service provided by Phoenix Youth Provision will be regarded as an official complaint.

We take any complaint made against a member of staff, volunteer and our service or decisions seriously. When a complaint has been made, you have the right to have your concerns investigated and receive a full and prompt response.

When a complaint is made regarding any aspect of Phoenix Youth Provision's business and services, this policy and the supporting procedure aims to:

- Find out what happened.
- Satisfy the complainant that their concerns have been addressed.
- Consider the outcome of any investigation from the complaint in order to improve the way Phoenix Youth Provision.

## Non-Retaliation

Phoenix Youth Provision prohibits any form of retaliation against those who make a complaint in good faith. Retaliation against complainants will not be tolerated and may result in disciplinary action.

## How to Complain

Phoenix Youth Provision would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact the Phoenix Youth Provision and, if you feel able, speak to a member of staff, and let them know who you are and what the nature of the complaint is. They will then either put you in contact with the appropriate person as quickly as possible, or endeavour to resolve your complaint.

## Informal Complaints

At Phoenix Youth Provision, we strive to provide a safe and enjoyable environment for all participants. We understand that concerns or issues may arise from time to time, and we value open communication to address them promptly and effectively. This Informal Complaint Policy outlines the steps to be followed when making an informal complaint.

Initially, address concerns through informal channels: Informal complaints are those that do not require a formal investigation or follow a structured grievance process. Complainants are encouraged to raise their concerns informally to allow for prompt resolution and maintain positive relationships within the youth club.

### Making an Informal Complaint

1. Make an informal complaint by:
  - a. Speaking directly to a staff member or club supervisor who is accessible and available.
  - b. Sending an email or written communication to the designated contact person responsible for addressing complaints.
2. Confidentiality: We respect the privacy of anyone making complaints and maintain confidentiality to the extent possible while addressing the concern.
3. Information: We share information during the complaint process but we will only be disclose to those directly involved in the resolution process.
4. Timely Response: We are committed to addressing informal complaints promptly and efficiently. Upon receiving an informal complaint, the designated contact person will acknowledge receipt within five days and provide an estimated timeline for resolution.
5. Resolution Process: The designated contact person will initiate an investigation or appropriate action to address the complaint promptly.
6. Depending on the nature of the complaint, the resolution may involve discussions, mediation, or implementing corrective measures.
7. The complainant will be kept informed about the progress of the complaint and any steps taken to address the concern.

### Follow-Up and Feedback

Once the complaint has been resolved, the designated contact person will follow up with the complainant to ensure their satisfaction with the resolution.

Phoenix Youth Provision welcomes feedback from complainants regarding their experience with the informal complaint process. This feedback will help us improve our procedures and services.

## Recording an Informal Complaint

1. Phoenix Youth Provision will maintain records of informal complaints, including details of the complaint, actions taken, and resolutions.
2. These records will be handled confidentially and securely, following applicable data protection laws and regulations.

## Formal Complaints

We encourage all complainants to utilize the Informal Complaint process to initially raise concerns and help us maintain a positive and inclusive environment at Phoenix Youth Provision. Your feedback is essential in our ongoing efforts to enhance the youth club experience for everyone involved. However, if an informal resolution is not possible then a formal approach can be followed.

## Making a Formal Complaint

1. We acknowledge receipt of the complaint: As soon as we receive a formal complaint, we will acknowledge its receipt promptly. This lets the complainant know that their concerns have been received and will be addressed.
2. We review and understand the complaint: We will study the complaint carefully to fully understand the issues raised by the complainant. We will take note of any specific details, supporting documents, or evidence provided.
3. We conduct an investigation: If necessary, we will conduct a thorough investigation into the matter. We gather all relevant information, including records, documents, and statements from involved parties. All parties will be treated fairly and impartially during the investigation process.
4. We will maintain communication: The complainant is kept informed about the progress of the investigation. There will be regular updates on the steps being taken, the expected timeline, and any additional information or documentation required.
5. We will respond in a timely manner: Once the investigation is complete, we will prepare a response to the complaint. The response will address each issue raised by the complainant and provide a clear explanation of the findings or decisions made. If any mistakes or errors are identified, we will offer an apology if appropriate.

6. We will suggest a resolution: If possible, we will seek a resolution to the complainant. This could involve taking corrective action, providing compensation, or offering an alternative solution to address their concerns. We will be fair, reasonable, and transparent in our proposed resolution.
7. We will document the process: A comprehensive record of all communications, actions taken, and decisions will be made throughout the complaint handling process. This documentation can be valuable for reference and accountability purposes.
8. We will review and learn from the complaint: Once the complaint is resolved, take the opportunity to review the situation and identify any areas for improvement. Assess if there are systemic issues that need to be addressed to prevent similar complaints in the future.

## Can you have someone with you when your complaint is discussed?

Yes, you can.

## Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

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If you have any questions or need further assistance regarding any part of the complaint process, please contact us at Phoenix Youth Provision

This policy is subject to periodic review and may be revised or updated as necessary.