

## 2.5 Complaints Policy

### Introduction

Wigan Youth Zone is a registered charity giving young people safe and inspiring places to go in their leisure time. The Youth Zone is designed to give young people, aged 8-19 years old and up to 25 years old for young people with a disability, somewhere to go, something to do and someone to talk to. Any complaints or concerns about Wigan Youth Zone will be taken seriously and processed according to the procedures set out below.

### Policy Statement

The aims of the policy is to:

- Ensure all young people and users have open and fair access to the complaints process
- Manage complaints effectively and efficiently
- Operate a prompt, fair complaint escalation and review process

We want to receive feedback on all of our services. Wigan Youth Zone provide lots of opportunities for members, parents, carers and the community to give valuable feedback regarding our services. However, a complaint is more serious. The key difference between a comment and a complaint is that should anyone make a complaint they will expect Wigan Youth Zone (WYZ) to do something about it and not just listen.

### Data Protection and Information Sharing

We will share relevant information with appropriate agencies in line with the Data Protection Act 2018, that governs when and how we can share personal information.

### Making a complaint

A complaint can be raised in the following ways:

- Verbally to a member of staff who will support the complainant to complete a complaint form
- Completing a complaint form online
- By email or letter to the Complaints Department, Wigan Youth Zone

### Complaints Procedure

#### Stage 1

A complaint will first be investigated at stage one of the complaints procedure. There may be exceptional circumstances where a complaint will proceed straight to stage two, such as if the complaint involves a member of management or senior leadership team, or if the complaint is particularly serious in nature. In all matters, Wigan Youth Zone will progress a complaint in a fair and transparent manner; within:

**2 working days:** We will acknowledge receipt of the complaint and provide an indication of when a substantive response to the complaint might be given.

**7 days:** We will arrange to meet with the complainant (where appropriate) to review the complaint and gather further information. We will also meet with members of staff and stakeholders as necessary.

**28 days:** Within the 28-day period, an investigation into the circumstances outlined in the complaint is carried out. We will write to the complainant setting out our findings and, if necessary, offering a resolution. In exceptional circumstances it may not be possible to maintain these service standards. Where a deadline is not expected to be met, the complainant will be informed.

If the complainant is not satisfied with the response to the complaint, they have the right to appeal. The procedure for making an appeal will be set-out in the complaint response and an appeal must be made within 10 working days of the closure letter.

### **Stage 2: Appeal against Decision**

If the complainant is not satisfied with the outcome of Stage 1 of the procedure, or feels that the procedure has not been followed, the next stage is to ask for a review of the original decision. Complainants can request a review when:

- Any aspect of their complaint has not been upheld
- They are not satisfied with the method of redress (the action taken in response to a complaint)

A review of the decision will be taken by a member of the Senior Leadership Team and Chief Executive, or a representative from the board, who was not involved in the original decision. Appeals against a decision will be progressed within:

**2 working days:** We will acknowledge receipt of the appeal in writing, name the senior officer or representative who will hear the appeal, and provide an indication of when a substantive response to the complaint might be given.

**7 days:** The senior officer hearing the appeal will arrange to meet with the complainant (where appropriate) to understand the grounds for the appeal.

**28 days:** We will write to the complainant setting out our findings and, if necessary, offering resolution.

### **Board of Trustees**

Where the complaint or concern is directed in the first instance to the Chairman of the Board of Trustees, the Chairman will ensure an investigation into the circumstances is carried out, and follow the procedure outlined above.

Where the complainant has appealed to the Chairman for a review of the response to a complaint or concern, the Chairman or another member of the Board acting on their behalf, will carry out the investigation. The Chairman will aim to produce a decision, which is final, and to notify the complainant of their conclusion within 28 working days of receiving the appeal, together with a clear explanation for the decision.

All complaints or concerns received, together with a copy of the response to the complainant, will be notified to the Chairman of the Trustee Board.



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zone

An **OnSide** Youth Zone

### **Complaints regarding staff conduct and practice**

If a member of staff or volunteer is the subject of the complaint they will be informed as soon as possible. Before being interviewed, they will be given a copy of the complaint that has been raised against them.

### **Fundraising Practices**

OnSide Youth Zones is registered with the Fundraising Regulator and a record of complaints or concerns is submitted annually.

We endeavour to resolve any complaints or concerns regarding our fundraising practices directly with the complainant but if they feel further investigation is required, the complainant should contact the Fundraising Regulator: [www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/).