Complaints Policy

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Contents

1 Purpose of This Policy 3
2 Our complaints process includes: 3
3 General Principles 3
4 Scope 4
5 What We Mean by Feedback, Concerns, and Complaints 4
6 Roles and Responsibilities 5
7 Concerns and Complaints 6
8 What You Can Expect from Us - Acknowledging complaints: 6
9 Process for complaints 7
10 Complaints About Discrimination or Harassment 7
11 Recording Complaints 8
12 Making the Policy Accessible 8
13 Monitoring the Policy 8
14 Relevant Policies 8
15 Appendix 2 – Complaints Form 9
16 Appendix 3: Flowchart Summary of Complaints Process 10
17 Appendix 4: Where Else to Go for Help and Support: 14

1 Purpose of This Policy

At Youth Moves, we are committed to providing the best possible service to our members and the wider community.

We take all complaints seriously. This policy explains how we handle complaints fairly, promptly, and confidently. Complaints help us identify areas where we can improve and ensure that concerns are addressed properly.

Most complaints will come from people who use our services, but others—such as parents, carers, or partner organisations—may also raise concerns. Regardless of who raises the complaint, we will treat it equally, respectfully, and in line with this policy.

2 Our complaints process includes:

- A clear and fair way to sort out problems quickly.
- A step-by-step process for looking into complaints.
- Regular updates for the person who made the complaint, including what happens in the end.
- A chance to appeal the decision, if needed.
- Information on where to get independent help (like Citizens Advice or legal aid).
- A way for the organisation to review complaints and spot any common problems.

3 General Principles

- We aim to sort out problems quickly and fairly.
- We have a clear process to investigate any complaints.
- We will keep the person who made the complaint updated and let them know the result.
- If needed, there is a way to ask us to look at the decision again.
- We can promote people to independent support, like Citizens Advice or legal help.

- If it is relevant, we can also point out the local council's complaints process.
- We review complaints as a team to see if the same issues come up more than once.
- We keep track of complaints and what we have done to avoid similar problems in the future.

4 Scope

This policy is for all types of complaints. It applies no matter how the complaint is made: spoken, written, or in a format that suits someone's needs. It is open to everyone, including people who use our services, partner organisations, other groups we work with, or the public.

If a staff member or volunteer has a concern or complaint, they should speak to their manager first. If the issue cannot be sorted out that way, they can use the Grievance Procedure.

Trustees with concerns about Youth Moves should raise them with the CEO or the Chair of Trustees.

Staff, volunteers, and trustees should also be aware of the Whistleblowing Policy and use it if they need to report something serious.

If the concern involves someone's safety or wellbeing, it must be reported to the Designated Safeguarding Lead. Even if this policy is involved, all safeguarding concerns will always follow the Safeguarding, Child Protection and Adults at Risk Policy. If there is ever a clash between policies, safeguarding takes priority.

5 What We Mean by Feedback, Concerns, and Complaints

- A concern is when someone raises a small issue with a staff member but is happy with the response and does not want to take it any further.

- A complaint is when someone feels unhappy about something Youth Moves has done – or not done – that affects them, a group, or another organisation. If someone raises a concern but still is not satisfied and wants to take it further, it becomes a complaint.

- Asking for help or support with something is different from making a complaint. But if someone is unhappy with how that request was managed, they can make a complaint about that.

- Complaints are often written like an email or letter, but they can be made in other ways too, depending on what works best for the person. If someone clearly says they want to make a complaint or agrees to their issue being treated that way, we will manage it as a complaint.

6 Roles and Responsibilities

All Staff and Managers

- Staff should listen to feedback from people who use our services and take it seriously.
- If someone wants to make a formal complaint, staff must fill out a Complaints Form and pass it to their manager.
- Managers must keep a record of all formal complaints and share them with the CEO, even if the complaint comes from outside the organisation.

Senior Leadership Team

- Everyday concerns are usually best managed by the staff members involved or their manager.
- The Senior Leadership Team will deal with formal complaints but may ask another staff member to help if that makes more sense.
- They must log all complaints into SharePoint, update the Complaints Register, and make sure the case is fully resolved and closed.

Chief Executive Officer (CEO)

- The CEO makes sure the complaints process is followed and that everyone understands what they need to do.
- Each year, the CEO will provide a report to the Board of Trustees, covering

how complaints were managed, how long they took, any patterns, and what has been done in response.

- If someone is not happy with a complaint managed by the Senior Team or if the complaint involves a manager, the CEO will step in and review it.
- If the complaint is about the CEO, the Chair of Trustees will investigate it.

Board of Trustees

- If there is a complaint about the CEO, the Chair of Trustees will take responsibility for dealing with it.
- If someone wants to challenge a decision made by the Chair, a small group of at least three trustees (who were not involved earlier) will review the case.
- If the complaint is about the Chair of Trustees, a similar group of trustees will manage the review.

7 Concerns and Complaints

We want to make it as easy as possible for people to raise a complaint or concern.

Anyone making a complaint can have someone with them for support like a friend, colleague, or advocate.

If someone finds written communication difficult, we will offer other formats that work better for them.

8 What You Can Expect from Us - Acknowledging complaints:

We will reply to written complaints within five working days. Our response will explain what will happen next and when you can expect a full answer.

Resolving complaints:

We aim to sort things out within 15 working days. We will send a written. response explaining what we have done.

If things take longer:

Some complaints are more complex and take extra time. In those cases, we will send updates at least once a month until everything is resolved.

Training our team:

All staff are trained in how to deal with complaints. We also talk about relevant complaints during team meetings and 1:1 supervisions so we can learn and keep getting better.

9 Process for complaints

Please refer to the complaints Flow Chart (Appendix 2).

Stage 1: Raising Concern

Many problems can be sorted with a simple conversation. If you have any concerns, talk to the person involved or their manager.

If the issue is resolved quickly, it is closed. If it involves a staff member, we will review it in their next 1:1 meeting.

Stage 2: Formal Complaint

If the problem cannot be solved informally, or you are not happy with the result, it becomes a formal complaint.

You can make a complaint in writing, verbally, or in any way that works for you. We will help if needed.

The Senior Leadership Team will investigate your complaint and respond in writing within 15 working days. If it is complicated, we will update you at least once a month.

Stage 3: Appeal to CEO

If you are not happy with the decision, you can appeal to the CEO. This should be done within 21 days of the Stage 2 response.

The CEO will review the situation and give a response within 10 working days, explaining the outcome and the next steps.

- **Stage 4: Final Appeal**

If you are still not satisfied, you can appeal to the Chair of Trustees, who will make a final decision. This should be done within 21 days of the Stage 3 response. The final decision will be made within 20 working days.

10 Complaints About Discrimination or Harassment

Where a complaint is about discrimination or harassment (explicitly or implicitly), this will automatically be treated and managed as a formal complaint (Stage 2).

We will also check if the Disciplinary Policy or Grievance Policy needs to be followed.

11 Recording Complaints

Managers must log all complaints into the Complaints Register on SharePoint.

The Quality & Systems Manager will keep these records confidential and ensure that any follow-up actions are also documented.

12 Making the Policy Accessible

This policy, along with its appendices, will be available on the Youth Moves website, including a link to an online complements and complaints form.

Printed copies will be available at the Youth Moves office and can be requested in person, by phone, or by email. Staff will explain the complaints process during service user inductions.

13 Monitoring the Policy

The Board of Trustees will review this policy every three years to ensure it remains effective.

14 Relevant Policies

This Policy complements, and should be considered along with other Youth Moves Policies:

- Equality, Diversity, and Inclusion Policy
- Grievance Policy
- Disciplinary Policy
- Whistleblowing Policy
- Bullying & Harassment Policy

15 Appendix 2 – Complaints Form

Date	
Name of Complainant	
Address	
Contact Mobile	
Contact Email	

Complaint:

Date of incident	Description of incident/complaint/feedback	Action member/volunteer would like to see

Response

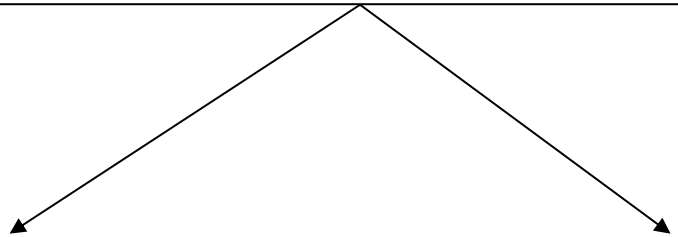
Date	Action Taken	By Whom

16 Appendix 3: Flowchart Summary of Complaints Process

Definition of Complaint: A complaint is defined as a 'formal expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Youth moves or their staff, which affects an individual, a group of service users or an organisation. Unresolved concerns can become complaints if the complainant wishes.

Stage 1: Concerns

Concerns should be dealt with by the staff member receiving them or passed to their line manager to resolve. Concerns should be resolved in 2 working days. Concerns should be recorded on SharePoint: **Complaints**



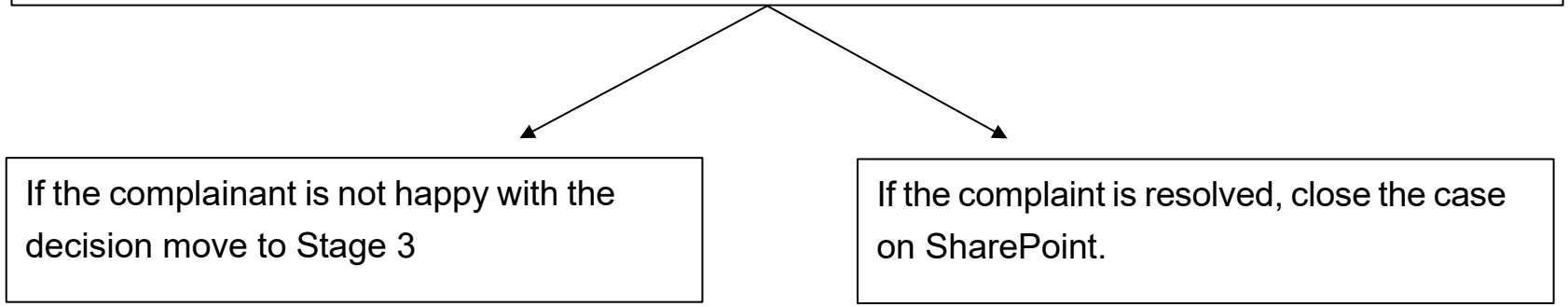
If the concern is not resolved to the satisfaction of the complainant, move to Stage 2

If the complaint is resolved to the satisfaction of the complainant, it should be formally closed.

Stage 2: Formal Complaints

When a complaint is received or a concern escalated:

- Ensure a Complaint Form is completed, providing support if complainant needs it **(Complaint Form Template April 2025.docx)**
- Pass Complaint Form to a member of the Senior Leadership team
- Senior Leadership team member places on Complaints Register on SharePoint.
- A senior Leadership team Member investigates or appoints investigating officer to investigate
- Response in 15 working days unless it is a complex situation, in which case let complainant know the likely timescale, and provide a minimum of monthly progress updates



If the complainant does not appeal within 21 days, CEO closes the case.

If the complainant asks to move to a Stage 4 Appeal or the complaint is against the CEO, move to Stage 4.

Stage 3: Appeal to CEO

If the complainant is not happy with the Stage 2 decision or if the complaint is about a member of the Senior Leadership Team pass to the CEO.

- CEO completes Complaints Register on link **(Complaints Register .xlsx)**
- CEO considers evidence and undertakes further interviews, if necessary, with complainant, interviewing officer, witnesses and staff
- CEO replies in 10 working days to say if appeal is upheld or rejected.
- CEO makes recommendations for Youth moves or other parties

Stage 4: Final Appeal

The Stage 4 appeal will be heard by 3 Trustees appointed by the Board, who have not previously been involved in the complaint.

- Committee considers written evidence
- Committee calls meeting to interview complainant, investigating officer, witnesses and relevant staff
- Committee replies in 20 working days to say if appeal is upheld, partially upheld or rejected
- Committee makes recommendations to Youth moves and other parties



The Committee's decision is final.

The decision is recorded, and the case is closed.

17 Appendix 4: Where Else to Go for Help and Support:

- Safeguarding, Child Protection and Adults at Risk Policy
- Designated Safeguarding Lead Children and Young People: Levi.hodge@youthmoves.org.uk