



Name of policy	Complaints
Review Frequency	1 year
Date of next review	September 2024
Date of last review (s)	unknown

COMPLAINTS POLICY

Introduction

Frodsham Youth Association (FYA) is a Charitable Incorporated Organisation working with young people aged 8 – 19 from Frodsham and the surrounding areas. We exist to meet the needs of local young people, empowering and inspiring them to achieve their aspirations and lead fulfilling lives. We provide a safe and inclusive environment for all young people, regardless of background.

FYA recognises that, despite our best efforts, there may be times where we fall short of expectations. Comments about how we could improve are welcome and we are keen to receive feedback. Wherever possible we hope to be able to resolve any issues informally through open communication and mutual respect. However, where this is not possible this complaints procedure sets out the steps that can be taken. During the course of investigation into any complaint, all matters relating to it will be treated in a confidentially and will only be discussed with those immediately concerned.

Making a complaint

Young people, parents, members of the public, volunteers and staff have a right to make a complaint against a member of staff, a volunteer or the organisation in general. Complaints can be made by letter, by email, in person or on behalf of someone else.

Each complaint will be reviewed so that any lessons learned can be used to improve the services FYA offers in future.

Stage one: informal complaint

In the first instance, the complaint should be made to the Lead Youth Worker. If the Lead Youth Worker is the subject of the complaint, then the matter should be referred directly to the Chair of Trustees. A record of the complaint, its discussion and any actions agreed should be completed, either in writing and signed by both parties or sent by email and acknowledged with a reply.

If the complaint is not resolved it should be referred to the Chair of Trustees and will be treated as a formal complaint.

Stage two: formal complaint

A formal complaint must be made in writing, by post or email, addressed to the Chair of Trustees. The complaint will be acknowledged within seven days and the complainant will be advised of the course of action that will be taken, based on the seriousness of the complaint.

Minor complaint

For a minor complaint the Chair of Trustees will investigate, or direct the complaint to an employee to investigate, and will send a written explanation or progress, by post or email, within one calendar month. This will include a meeting invitation to attempt to resolve the problem if the response is not satisfactory. There will be no further stage for minor complaints.

Serious complaint

In the case of a serious complaint, the Chair of Trustees will investigate the complaint and consult the Board of Trustees. The Trustees may seek legal advice. This will help inform any action that needs to be taken. A written response detailing the outcome of this procedure will be sent, by post or email, within one calendar month. This will include a meeting invitation to speak to the Chair of Trustees and any other relevant people in more detail.

If the Chair of Trustees is unable to resolve the matter, or these steps do not satisfy the concerns raised in a complaint, it will be directed to a Panel made of an independent person (e.g. a representative from another voluntary organisation), agreed by both parties, as well as one Designated Trustee. The decision of the Panel will be final.

If the complaint is about the Chair of Trustees, it will be referred to the Panel.

Who to contact

Lead Youth Worker: Nicola Mikoleizik

Chair of Trustees: Liam Jones

Designated Trustee: Sara Wakefield

By post: Frodsham Youth Association, Fluin Lane, WA6 7QN

By email: admin@frodshamya.org CC: liam5jones@mail.com

Policy review

This policy was agreed by the Trustees in May 2023. The next review date is May 2024.