



Youth League UK

Complaints Policy & Procedure

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1) Introduction

Youth League UK is committed to providing an excellent service to its beneficiaries and other stakeholders, working in open and accountable ways that build trust and respect. This policy is intended to ensure that all complaints from beneficiaries who use our services are handled fairly, consistently and wherever possible, resolved to the complainant's satisfaction.

2) Purpose

This policy outlines the procedure for handling complaints received by Youth League UK. We are committed to responding promptly and fairly to all complaints to improve our services and maintain trust.

Complaints not covered by this policy are:

- i) Any matter that is subject to legal action
- ii) Any complaint that is deemed to be vexatious or malicious following investigation
- iii) Safeguarding matters and allegations
- iv) Staff grievances

3) Principles of how we deal with complaints

- i) If matters arise at any time during an investigation that reveal criminal investigations are ongoing in connection to the reported complaint, the complaints procedure will be suspended until those investigations are concluded. Similarly, the complaints procedure will be suspended if a complainant is actively seeking legal redress.
- ii) Where a complaint is made against a member of staff, they will be immediately informed of the support available to them.

4) Scope

This procedure sets out how Youth League UK will deal with complaints including what you can expect from us and what to do if you are not happy with the outcome.

5) Key Definitions

- i) **Complaint** - a complaint is any expression of dissatisfaction or concern regarding the operations, services, or conduct of Youth League UK.
- ii) **Investigation** – an objective process of fact-finding to discover what happened and why, with the aim of being able to put remedial actions in place to prevent recurrence.
- iii) **Response** – the formal reply to your complaint in which we summarise what has been investigated and what our findings are. It will also set out what we intend to do about them or change as a result.
- iv) **Appeal Panel** – this is a team set up by Youth League UK board of trustees to review of the complaint, investigation, and response plus any further evidence provided by the complainant following an appeal.

6) How to Make a Complaint

Complaints can be submitted in the following ways:

- **Email:** Send an email to complaints@youthleagueuk.org.
- **In Person:** Visit our office at 218-224 The Mall, Heathway Dagenham RM10 8QS.
- **Online Form:** Complete the complaint form

5. Stages of resolution

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate (stage 1) when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure (stage 2) should be followed.

Stage 1

The person who is investigating your concerns will firstly aim to establish the facts. In this instance, the complaint will have been deemed not serious and its resolution would be easy and straight forward to conclude. Any staff/designated staff can deal with stage 1 of a complaint through a face-to-face meeting and are encouraged to resolve the complaint as quickly as possible to the satisfaction of the complainant. where no further action has been requested by the complainant the complaint is closed

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. In the first instance, the complaint will be passed on to the responsible person/investigation manager, normally the supervisor within the department concerned. In the event of a complaint about the supervisor the complaint should be made to the department manager and if the complaint is about department manager, this must be passed on to the C.E.O/Executive Director. If the complaint is about the C.E.O/Executive Director, the complaint is dealt with by the Chair of the Board of Trustees.

6) Information Required

When making a complaint, please provide:

- Your contact information (name, email, phone number)
- A clear description of your complaint
- Identify all witnesses (if known)
- Relevant dates and events
- Any suggestions for resolving the complaint
- Any supporting documentation (if applicable)

7) Procedure

a) Thank you for your feedback.

When you tell us that something isn't right, we will thank you for letting us know and listen carefully to the problem. If you are complaining on behalf of someone else (e.g., you are a friend or family member complaining on behalf of a service user, we will ask them to consent to us discussing their details with you.

b) Apologise and acknowledge your complaint.

We will apologise if things have gone wrong. We will provide an acknowledgement of your complaint in writing (or your preferred method of communication), together with a copy of our procedure so that you know what to expect. We will do this within 5 working days of receiving your complaint, unless you tell us you would prefer not to receive this.

c) Understand what you would like us to do about it.

We will check the main points of your complaint with you so that we agree exactly what to investigate, and we will listen to what it is you would like us to do about it. Where possible, we will try to do this by talking to you face to face or by telephone, and if this is not possible, we will communicate via email. We will stay connected and tell you about the outcome of the subsequent investigation, but if you prefer not to have further communication about your complaint, you can tell us that is your preference. If you would like to be kept informed, we will check whether you would like this to be by telephone, by email or in print.

d) Investigate fully and learn from our mistakes.

We will investigate the matter carefully and fairly to discover why things have not been as expected. We will be open and transparent about what problems or causes have been found and share what we are doing to put it right unless you have asked us not to. We will complete our investigation and respond in writing within 20 working days of acknowledging your complaint.

e) If our response is not satisfactory provide an appeal process

If you are not satisfied with the response provided you can make an appeal within 15 working days of us sending you the response. The Appeal will be considered by a Panel consisting of the CEO/senior staff (if appropriate), a trustee, representative from the community/ service user if this is deemed to be appropriate and a specialist adviser. Dates / times for this will be provided to you within 10 working days of the Appeal request being received, with the first date offered no more than 10 working days away. If you wish to be accompanied to the Appeal Panel by an advocate or friend / family member (not a legal representative), we ask that you let us know at least 3 working days in advance. The Appeal Panel decision will be communicated to you within 5 working days of the Appeal Panel being held. Once an Appeal Panel date is agreed, it can only be postponed once by the complainant or Youth League UK, after which the Appeal Panel must take place. The Appeal Panel will review:

- i. The findings of the investigation into the original complaint
- ii. The decision taken and response
- iii. Any action taken as a result of findings
- iv. If the complainant's preferred solution was not chosen, the reasons why not

f) If the Appeal is not satisfactory provide signposting to an appropriate external body

When we write to you with a decision from the Appeal Panel, we will also provide you with details of external organisations you can raise your concerns with. This will depend upon the service or problem you are complaining about and will include the commissioner of the service. Once you have received your decision from the Appeal Panel, we will consider your complaint with us as closed.

8. Time limit

Except in exceptional circumstances, we accept complaints within 6 months since the incident occurred

9. Confidentiality

All complaints will be handled confidentially. Information will only be shared with those involved in the investigation.

10. Monitoring and Review

We will review this policy annually to ensure it meets the needs of our stakeholders and complies with relevant regulations.

11. Contact Information

For any queries related to this policy or to submit a complaint, please contact:

Email: complaints@youthleagueuk.org

Address: Youth League UK, 218-224 The Mall Heathway, Dagenham, RM10 8QS

Complaint Form

Complainants' Details

Full names:

Full Address:(optional)

Phone No. _____ Email _____

Complaint Information:

Please briefly describe the nature of your complaint:

If known, please identify all witnesses, including their names and contact details, as well as any dates and location(s):

Please describe how the issue (s) you are complaining about has/have affected you.

Is this the first time you have raised this complaint ? (Yes.... Or No.....

Please describe any suggestions for resolving this complaint.

Please provide any further comments you would like the organisation to consider when looking into your complaint.

I declare that the facts that I have set out in this complaint form are true and accurate

Signature:

Date

Please keep a copy of this form

