

Complaints Policy

Status	Approved	Named Trustee	Sharon Kennedy
Initial Review	Jan 2023	Reviewed By	HR, Karen Ironside, Trustees
Last Review	01/02/23	Approved by Trustees Date	02/03/23
Next Review	02/03/24	Links Last Checked	01/02/23

Purpose

Caudwell Youth is committed to providing a high-quality service to all people we work with, including young people we support, our partners, volunteer mentors and supporters. The purpose of this policy is to ensure all members of Caudwell Youth's community and members of the public know how to make a complaint and ensure that the complaint is responded to appropriately and in a timely manner by Caudwell Youth.

Related Documents

- Privacy Policy
- Data Protection Policy

Values

Our values are:



Optimistic yet realistic

Look to the future but prioritise the present.



Include intentionally

Foster an open culture.



Deliver with Integrity

Always uphold honesty, act within our morals & ensure we are dependable.



Empowerment

Feedback empathetically, always act with understanding, support and value.

Policy

A complaint, for the purpose of this policy, is defined as an expression of dissatisfaction about Caudwell Youth's services or someone acting (or purporting to act) on its behalf, whether it is found to be justified or not.

This policy covers complaints by young people we support, our partners, volunteers, supporters and members of the public in relation to:

- The standard of service we provide to young people.
- The behaviour of staff and volunteer mentors working for Caudwell Youth.
- Our fundraising activities and practices.
- Any other aspects of our work (e.g., financial losses / waste, criminality and non-compliance with laws and policies).

How do I make a complaint?

Complaints should be submitted in the following ways:

- Online – using our contact us form: [Contact us – Caudwell Youth](#)



- Email – info@caudwellyouth.org
- Phone – 01908 973676
- Letter – marked for the attention of Caudwell Youth, Broughton Hall, Broughton, Eccleshall ST21 6NS.

If you are dissatisfied with any aspects of our work or services, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response. To allow us to do this, please provide as much information as possible when contacting us, including:

- the reason for your complaint;
- where and when it happened;
- the name(s) of anyone involved (if known);
- the outcome you are hoping for;
- your contact details (name, address, daytime telephone number and/or email).

Without the above information, it may not be possible to investigate your complaint and respond to you. Please ensure that the information you provide is clear and please do not use any abusive or discriminatory language as this may delay our detailed response times.

What happens next?

In order to fully investigate your complaint, the process may follow a number of stages:

Stage 1

We will acknowledge your complaint within 2 working days and this will include information about who is dealing with your complaint and how you can contact them if you need to. You will receive a formal written response within 10 working days, or an alternative date agreed in partnership if it is a more complex case.

Stage 2

You have a right to appeal where:

- new information is available;
- we fail to consider information adequately; or
- where you believe the decision is perverse and no reasonable person could have reached such conclusion.

You can do this within 20 working days from the date of our formal written response. We will acknowledge your response within 5 working days and you will receive a formal written response within 15 working days.

At stage 2 your complaint will be investigated by a more senior staff member / or a Trustee who has not previously been involved in the investigation.

We aim to resolve all complaints within 28 working days of receipt.

Stage 3

Should you continue to be dissatisfied with our response we would appoint an independent body to investigate your complaint.



Closing a complaint

Caudwell Youth will consider each complaint carefully and decide upon an appropriate course of action. All complaints will be reviewed. In some cases, it may not be possible to investigate or substantiate complaints, or it may fall outside of our responsibilities.

All complaints will be responded to as per the procedures and time frames set out above.

If you are not satisfied with our response, you can contact the Charity Commission on 0845 300 0218 or visit their website www.charitycommission.gov.uk for advice.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, The Information Commissioner's Office (ICO) www.ico.org.uk.

All complaints related to our fundraising practices can be escalated to the Fundraising Regulator on 0300 999 3407 or on their website www.fundraisingregulator.org.uk. If you receive a response from us about a fundraising matter that you are not happy with, the Fundraising Regulator requires that you notify them of this within 8 weeks of hearing from us.

Confidentiality

While Caudwell Youth will treat any information given to us sensitively, we cannot always guarantee to keep your identity confidential as we may need to disclose your identity if required to do so by law. It should also be noted that your identity may be recognisable to others during the investigation due to the nature of the complaint, although we will endeavour to limit the risk of this where possible.

All complaints will be logged for reporting and monitoring purposes. Details of complaints are kept in accordance with our Data Protection Policy.

