



Braintree Youth Project Charity

Complaints Policy and Procedure

Braintree Youth Project Charity (BYPC) is committed to providing a high quality service to everyone it deals with. In order to do this the Charity wants to know when we get it wrong. We want to help you to resolve a complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and seek to resolve them.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff, and
- any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- comments about our policies or policy decisions
- dissatisfaction with our policies or decisions
- matters that have already been fully investigated through this complaints procedure, or
- anonymous complaints

Our standards and procedures for handling complaints

Complaints may be submitted by letter, or by email, as well as in person orally and by telephone. In the first instance, they should be addressed to the Centre Manager or, if the complaint concerns the Centre Manager, to the Chairman of the Charity.

We request that any complaints made in person orally or by telephone should be formalised in either a letter, email or text message.

You can make a complaint to the addresses below in a number of ways:

- In person
- By telephone
- By email
- In writing or a letter
- By text message

Braintree Youth Project Charity

Registered in England no.7437568 Registered with the Charity Commission no. 1139014

Registered Office: Fountain Cottages, 2 St Michaels Road, Braintree, CM7 1EX



We have a two-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure. For these reasons, we will request that all but the simplest complaints should be made in a formal medium (e.g. by letter or email), even though it might originally have been made orally in person or by telephone.

Stage 1

Please refer your complaint initially to the BYPC staff/volunteer who provided you with the service. If this does not resolve the situation then contact the Centre Manager or, if appropriate, the Chairman of the Board using the details below.

Upon receipt of your complaint, the relevant person will investigate your complaint fully and respond to you within the timescale described above.

Stage 2

If you are dissatisfied with this response you may request a review by the Management Board. The decision of the Board is final.

We treat all complaints seriously, in whatever format they are made.

You will be treated with courtesy and fairness at all times. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times.

We shall treat your complaint in confidence within Braintree Youth Project Charity and in accordance with these procedures.

We shall deal with your complaint promptly. We shall acknowledge receipt of a written complaint within **five** working days and send you a full reply within **20** working days of receipt. If we cannot send a full reply within **20** working days of receipt we shall tell you the reason why and let you know when we shall be able to reply in full.

We shall publish information in our annual report on the numbers and categories of complaints we receive, and the percentage of complaints upheld.

Your complaint will be treated fairly in accordance with the BYPC **Equality and Diversity Policy**.



Contacting us

All complaints and requests for review under our complaints procedures should be sent to one of the following:

Centre Manager
Braintree Youth Project Charity
2 St Michaels Road
Braintree
CM7 1EX

Email: contact@braintreeyouth.org.uk

Telephone: 01376 323764

Or:

The Chairman

Braintree Youth Project Charity
2 St Michaels Road
Braintree
CM7 1EX

Email: nwarner@braintreeyouth.org.uk

Approved July 2018:

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