

Victoria Community & Youth Centre

Complaints Policy

Review

This document will be reviewed and updated to reflect changes in legislation that would require Victoria Community & Youth Center to amend its policy and procedures. As a minimum, it will be reviewed every two years.

Document Control Sheet

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Policy statement

Receiving feedback and responding to complaints is an important part of improving Victoria Community & Youth Centre's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

This policy applies to Victoria Community & Youth Centre and its associated constituted groups. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK for anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Victoria Community & Youth Centre or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action.
- Concern about the behaviour of staff or associated personnel.

A complaint has to be about some action for which Victoria Community & Youth Centre is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about Victoria Community & Youth Centre's work.
- A request for information.
- A contractual dispute.
- A request to amend records e.g. to correct an address, cancel a donation.
- A request to unsubscribe from a Victoria Community & Youth Centre service e.g. a campaign newsletter or email.

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint.

It is hoped that most complaints or concerns about Victoria Community & Youth Centre's work or behaviour can and will be dealt with informally by staff or volunteers at a personal level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

The Chairperson or Trustee in charge of the complaint will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chairperson or Trustee in charge of said complaint will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one independent third party organisation.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Chairperson or Trustee in charge of the complaint will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

How to make a complaint.

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter.
- Partner organisation.
- Community or individual with whom we work.
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who is not covered by this policy?

Complaints by staff are governed by Victoria Community & Youth Centre's procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

How to make a complaint

In the first instance, complaints should be emailed to enquiries@vcyc.org.uk