



COMPLAINTS POLICY

Approved by Matt Smith

Date of Last Review 16/08/2024

Date of Next Review 16/08/2026

Introduction

Here at Beyond Youth Project (BYP) we are committed to maintaining strong and productive partnerships with parents/carers, students, and other members of the community.

This policy describes the principles for complaint resolution and the procedure that will be followed when a concern or complaint is raised.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure employees know what to do if a complaint is received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us to improve what we do.

Where any concerns are raised, we aim to resolve these as quickly and as efficiently as possible. Usually, concerns that are raised can be resolved very quickly through day-to-day communication between parents and staff. However, for those situations where this is not the case, we have a more formal process to investigate and deal with complaints. Our complaints procedure is detailed on the following pages.

Scope and definitions

Complaints may come from any person or organisation that has an interest in BYP. This policy covers all complaints about any provision of community facilities or services by Beyond Youth Project.

This procedure will apply to most general complaints. It is not intended to cover those matters for which there is a specific statutory process to object, complain or appeal such as safeguarding matters, exclusions, whistleblowing, and staff grievances.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

In accordance with equality law, we will make reasonable adjustments to enable complainants to access the complaints procedure, for instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

For ease of use, a template complaint form is included at the end of this policy. Assistance with completing this form can be obtained from Matt Smith, Kev Ayre, Bobby Holmes or third-party organisations like Citizens Advice.

Concerns should be raised with either a senior staff member. If the issue remains unresolved, the next step is to make a formal complaint. Formal complaints should be sent to the Directors and marked 'private and confidential'.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the recipient of the complaint will determine whether it warrants an investigation, such as safeguarding concerns.

Time scales and complaints received outside of term time

To enable a proper investigation, concerns or complaints should be raised as soon as possible. We will consider complaints made outside of BYPs term time to have been received on the first day after the holiday period.

Time limits for each stage of the procedure are set out under each stage. We ask complainants to recognise that resolving a specific problem can sometimes take some time. Where a time limit cannot be complied with, the complainant will be contacted within the specified time limit, setting out the reasons why the time limit cannot be complied with, and confirming the new time limit which will apply.

A 'school day' is defined as a weekday during term time, when we are open to students 9:30am to 14:30 pm.

Resolving complaints

At each stage in the procedure, the person(s) hearing a complaint will keep in mind how that complaint can be resolved.

It might be sufficient to acknowledge that the complaint is upheld in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an explanation of what steps have been taken to ensure that the situation will not happen again
- an undertaking to review policies in light of the complaint
- an apology.

It is useful if complainants can state what actions they feel might resolve the problem at any stage. An admission that the situation could have been handled better is not an admission of negligence.

Withdrawal of a complaint

A complainant may withdraw their complaint at any time during the process and this should be confirmed in writing.

Confidentiality and record-keeping

All complaints must be treated in the strictest confidence. All documentation relating to a complaint, including correspondence, statements and records will be kept confidential except where access is requested through a statutory power.

Information relating to a complaint will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. Should a complaint relate to a member of

staff, then that person shall be advised of the complaint made against them, unless there is an overriding reason why this would be inappropriate. BYP must keep a record of all formal complaints, the actions taken to resolve the complaint and the stage at which it was resolved. These records will be confidentially kept only for as long as is considered to be reasonably necessary in the circumstances.

Persistent complaints

There will be occasions when, despite all stages of the complaint procedure having been followed, the complainant remains dissatisfied. The complainant will be notified in writing that the procedure has been completed and that the matter is closed.

If the complainant writes again on the same issue, then the correspondence may be recognised as persistent and there is no obligation on the part of Beyond Youth Project to respond.

In addition, there may be occasions when a complaint is made about a matter which is deemed trivial and that it would be a waste of resources to deal with it under the formal stages of the procedure. BYP reserves the right to refuse to investigate such a complaint under the procedure in this Complaints Policy if it appears reasonable and fair to do so, having regard to the circumstances surrounding the complaint.

Where a complainant's behaviour is causing a significant level of disruption, a tailored communications strategy may be implemented, such as restricting the method of communication or putting in place a single point of contact.



Complaint Form

Your name:			
Pupil's name (if relevant):			
Your relationship to the pupil (if relevant):			
Address:			
Preferred contact telephone number:			
Please state if the complaint is about an individual or the Organisation.			
Please give concise details of your complaint (including dates, names of witnesses etc.) to allow the matter to be fully investigated.			
What action, if any, have you already taken to try and resolve your complaint? I.e. whom have you spoken to and what was the outcome?			
What actions do you feel might resolve the problem at this stage?			
Are you attaching any paperwork? If so, please give details.			
Signature:			
Date:			
Official use			
Date received:		Date acknowledgement sent:	
Received by:		Sent by:	
Complaint referred to:		Date:	