

Cleveland Youth Association

Complaints Policy

Cleveland Youth Association (CYA) is committed to meeting the needs of everyone we deal with, including learners, employees, contractors, employers, volunteers and visitors. In order to do this, we encourage feedback in the form of surveys which inform our Self-Assessment process and Quality Improvement Plan. However, if at any time our performance is less than satisfactory, we expect to be told immediately and we will then follow our Complaints Procedure.

What is a complaint?

A complaint is a written or spoken statement in which someone says that somebody has done something wrong or that something is not satisfactory.

This policy covers complaints about:

- The standard of service that could be expected of us
- The behaviour of our staff in delivering that service
- Any action, or lack of action, by our staff or others engaged in our business.

How to make a complaint

All written complaints should be sent as follows:

By post: FAO Director of Contracts
 Cleveland Youth Association
 Sotherby Road
 Middlesbrough
 TS3 8BT

The envelope must be marked “Private and Confidential”

By email: enquiries@shapetraining.co.uk

All oral complaints should be made as follows:

By speaking to a member of staff/manager

By telephone: 01642 282222 and asking for the Director of Contracts

Handling complaints

- We treat all complaints seriously whether made in writing or orally.
- We will treat the complainant with courtesy, respect and fairness and we expect the complainant to treat the CYA staff dealing with the complaint with the same courtesy, respect and fairness.
- Any complaint will be treated in strict confidence and in accordance with the Data Protection Act 2018.

- We will deal with any complaint as follows:

General Complaint

- All general complaints/grievances should be made within 28 calendar days of the incident.
- The investigation into the complaint must be completed within 28 calendar days of receipt of the form and the complainant, accompanied as they wish, should meet with the panel for the result.
- Any appeal must be resolved within a further 28 calendar days.

Appeal to Shape as an Assessment Centre

- As above except that the appeal time depends on the External Quality Assurer and the Awarding Organisation.

Appeal against a Bursary decision

- As above except that learners can only appeal if they have been refused a Guaranteed Bursary and the appeal time will depend on the Funding body.

For further details on dealing with complaints, please see the complaints procedure.

- We will not treat the complainant less favourably because of their:

- Age
- Colour, race, nationality, or ethnic or national origins
- Disability or learning difficulty
- Family and social status
- Gender reassignment
- Marital status including civil partnerships
- Pregnancy and maternity
- Religion or belief including philosophical belief
- Sex (gender bias)
- Sexual orientation
- Legal political belief and trade union activity
- Employment status
- Or any other causes which incorrectly or unfairly discriminate against the complainant or their human rights

- A complainant may wish to have a third party act on their behalf such as:

- An advice organisation
- A professional e.g. a social worker, a solicitor
- A family member or a friend

If this is the case, we would need the complainant's written consent to keep the third party informed.

Results of upheld complaints

If a complaint is upheld, the following remedies may be put in place as appropriate:

- A full apology, explaining what happened and what went wrong
- Actions which may include reviewing or changing a decision which affected the complainant
- Providing the service that was required in the first place
- Changing policies or procedures to ensure there are no future problems
- Training or supervising staff
- Informing the Self-Assessment and resulting Quality Improvement Plan
- Financial compensation (this will only apply where there has been an actual direct or indirect financial loss and the complainant can evidence the loss)

Monitoring

This policy will be reviewed on at least an annual basis.

Members of staff and learners are encouraged to put forward suggestions for improvement to this policy. All suggestions should be made, in the first instance, to the **Director of Contracts**.

Signed:  Date: 17/6/21

(Chief Executive Officer)

This policy was last reviewed on 15/06/21

Complaint Policy - Version Control

Version No.	Reason/Change	Responsible person	Review Date	Next Review Date
1	Reviewed – no changes	Dorothy Ainsworth / Simon Healey	June 2019	March 2020
2	Reviewed – no changes	Dorothy Ainsworth / Simon Healey	March 2020	March 2021
3	Reviewed and policy review process added.	Dorothy Ainsworth / Simon Healey	March 2021	March 2022
4	Reviewed and more details of how complaint will be dealt with added. New monitoring section added.	Dorothy Ainsworth / Simon Healey	June 2021	June 2022