

## Complaints Policy

### Manchester Top Team Youth Project

Date: September 2022

Review: September 2023



At Manchester Top Team Youth Project, we are committed to providing high-quality education and support services to all our students. We take all complaints seriously and aim to resolve them in a timely and efficient manner. This policy outlines our approach to handling complaints from students, parents/guardians, and other stakeholders.

#### 1. Complaints Procedure

- a) Complaints can be made verbally or in writing, by students, parents/guardians, or other stakeholders.
- b) Complaints should be addressed to the Head of Centre (Lauren Hill) or alternatively any of the company directors.
- c) The person responsible for handling complaints will acknowledge receipt of the complaint within three working days.
- d) The complaint will be investigated promptly, impartially and confidentially.
- e) The person responsible for handling complaints will keep the complainant informed of progress in resolving the complaint and provide a full response within 10 working days.

f) If the complaint requires more detailed investigation, the complainant will receive an interim response within 10 working days, with a final response provided within 20 working days.

g) Where possible, complaints will be resolved informally. However, where this is not possible or appropriate, the complaint will be escalated to a formal stage.

h) At the formal stage, the complainant will receive a written statement of the outcome of the investigation and any actions taken or to be taken as a result.

## 2. Appeals Procedure

a) If the complainant is not satisfied with the outcome of the investigation, they can appeal the decision.

b) Appeals should be addressed to the Head of Centre or a director of the service.

c) The person responsible for handling appeals will acknowledge receipt of the appeal within three working days.

d) The appeal will be investigated promptly, impartially and confidentially.

e) The person responsible for handling appeals will keep the complainant informed of progress in resolving the appeal and provide a full response within 20 working days.

f) If the appeal requires more detailed investigation, the complainant will receive an interim response within 20 working days, with a final response provided within 40 working days.

g) The decision of the person responsible for handling appeals is final.

## 3. Records

a) All complaints and appeals will be recorded and kept confidentially.

b) The Head of Centre will review all complaints and appeals annually and make any necessary improvements to the complaints and appeals procedure.

## 4. External Complaints

a) If the complainant is not satisfied with the outcome of our internal complaints procedure, they can contact the Local Authority. The Local Authority's address and contact details can be found on their website.

## 5. Conclusion

At Manchester Top Team Youth Project, we take all complaints seriously and are committed to resolving them in a timely and efficient manner. Our complaints procedure is designed to be fair, impartial, and confidential. We hope that complaints will be resolved informally, but if this is not possible, we have a formal procedure in place to ensure that complaints are investigated and resolved fairly.

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