

The Community Court Yard is committed to listening to young people and resolving any concerns / complaints

At each stage of the concern / complaint procedure if appropriate, we will acknowledge that the concern complaint is upheld in whole or in part or dismissed. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies and procedures in light of the complaint
- an apology.

Full Name :

Date of Birth : / / Pronouns :

Age:

Ethnicity :

Gender :

Address :

Postcode : Phone:

Email :

DETAILS OF CONCERN / COMPLAINT

BELOW IS A STATEMENT WRITTEN BY YOUNG PERSON

BELOW IS A STATEMENT WRITTEN BY MEMBER OF STAFF

YOUNG PERSON PRESENT

YES

NO

SIGNED
YP

Date

SIGNED
STAFF

Date