



COMPLAINTS POLICY & PROCEDURE

APPROVED BY:

Directors

LAST REVIEWED:

07/07/22

NEXT REVIEW:

07/07/23

1. Introduction

Community Court Yard make every effort to ensure that all learners, service users, parents and visitors are satisfied with the service they have received from the organisation. Occasionally, a complaint may be made against some aspect of the service received, whether justified or not, which requires a response and in some cases, needs to be redressed.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect and courtesy
- Ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process

2. Procedure

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed. Therefore there are three stages in our complaints procedure:

Stage One - Informal

Community Court Yard takes informal concerns seriously and makes every effort to resolve the matter quickly. The complainant should raise the complaint as soon as possible with the relevant member of staff as appropriate

If the complaint is not resolved informally, it will be escalated to a formal complaint

Stage 2 - Formal

If you are not satisfied with the outcome, your concerns should be put in writing and sent to the Chair of the Board of Directors, 41. Lea Road. Abington. Northampton. NN1 4PE or emailed to shout@communitycourtyard.org

When Community Court Yard receive a written complaint, the following action will be taken:

- 1.The complaint will be recorded and filed in Community Court Yard s' Compliments and Complaints file.
- 2.You will receive an acknowledgement either by email or letter within 5 working days of receipt of your complaint.
- 3.Once your complaint has been fully investigated, a decision will be made whether to uphold the complaint fully, uphold the complaint partially or not to uphold the complaint.
- 4.You will receive written notification of the findings and recommendation, either by email or letter, within 5 working days of the decision being made.
- 5.A copy of the findings and recommendations will be made available for inspection on the Organisation's premises by the Chair of the Board of Directors.

If the complaint is upheld, either in full or partially, the following action will be taken:

- We will offer an explanation and issue a formal apology.
- We will confirm any remedial action taken to ensure that the problem does not happen again.

Stage Three - Appeal

If you are still not happy with the outcome, an appeal should be made to the Chair of the Board of Directors, within 10 working days of receiving notification of the outcome of the investigation.

The appeal will be dealt with as follows:

- 1.The appeal will be heard by a committee of 3 individuals, not directly involved in the matters of the complaint, appointed by the Chair of Trustees. At least one member of the committee will be independent of the management and running of the Organisation. The appeal will be heard within 20 days of the appeal being received. In circumstances whereby twenty working days is impractical, this period may be extended with the agreement of Youth Works and yourself.

2. The meeting will be arranged at a time which is convenient for yourself and the committee members and all relevant documentation will be submitted to all parties at least 5 working days prior to the meeting.
3. You may choose to be accompanied by a representative or friend at the appeal hearing. The Chief Executive Officer should be notified, in writing prior to the meeting, of any person who will be accompanying you.
4. At the end of the appeal hearing, the panel will consider the issues and write to yourself, the complainant, and where relevant, the person complained about, with their decision within 5 working days.

A written record will be kept of all formal complaints (regardless of whether they are upheld). The record will also include details of how the complaint was resolved, whether it went to an appeal panel and the action taken by Community Court Yard as a result of the complaint. Details of the number of complaints relating to The Yard, registered under the formal procedure during the preceding school year, will be made available on the Alternative Education section of the organisation's website.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the Education and Skills 2008 Act requests access to them.