

**SORREL YOUTH CAFE
Complaints Procedure**

Policy History	
V1	Agreed Committee Meeting 28 Sept 10
Next Review	Sept 2011

1. Introduction

- 1.1 Sorrel Youth Cafe aims to provide the best possible services, support and advice to individuals in Mountsorrel. Sorrel Youth Café exists to serve the youth of Mountsorrel and other voluntary groups, volunteers and the public and is accountable to its trustees, funders, Charity Commission and partners.
- 1.2 From time to time an individual or organisation may feel it has not had the best possible service that Sorrel Youth Cafe aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

2. Conciliation

- 2.1 Anyone who is dissatisfied with any aspect of the work of Sorrel Youth Cafe should contact the Project Manager in the first instance. The Project Manager will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. The Project Manager will reply to complainant within fourteen days of receipt of complaint.
- 2.2 If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

3. Formal Complaints Procedure

3.1 First Stage

- 3.1.1 Any complaint should be communicated to the Project Manager of Sorrel Youth Cafe, or to the Chairman if the complaint is about a Project Manager.
- 3.1.2 Sorrel Youth Cafe will acknowledge in writing (identifying the complaint) receipt of the complaint within three working days.
- 3.1.3 The Project Manager (or Chairman) shall investigate all circumstances leading to the complaint and ensure that a Sorrel Youth Cafe Complaints Form is completed.

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3.1.4 The Project Manager (or Chairman) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

3.2 Second Stage

3.2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to the Chairman.

3.2.2 The Chairman shall undertake any further enquiries and report the decision to the complainant within thirty days.

3.3 Third Stage

3.3.1 If the complainant is dissatisfied with the decision of the Chairman they have a right to put their case to the Management Committee where an Appeal Sub Committee would be set up comprising of least two Trustees of the Charity.

3.3.2 The Appeal Sub Committee should undertake an investigation of the complaint and produce recommendations for the Sorrel Youth Cafe Trustee Board.

3.3.3 The Sorrel Youth Cafe Trustee Board will take a final decision on the complaint.

3.3.4 All complaints and positive feedback to [Name of organisation] will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

SORREL YOUTH CAFE

Complaints Form

To proceed with a complaint please complete this form and return to the Service Director of [Name of organisation]. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff/volunteer wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to the staff/volunteer member regarding your complaint please give the name of staff/volunteer:

What do you think should be done to put things right?

Please note that in investigating your complaint Sorrel Youth Cafe may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

For Office Use

Date Received:

Date Acknowledgement Sent:

**Date Outcome of investigation
Communicated to complainant:**

Outcome of the complaint:

Chairman Signature:

Date: