



Ykids Internal Document

# Complaints, Comments & Compliments Policy & Procedure

Version Date: Sept 2022

This statement was agreed in September 2022 and will be reviewed bi - annually. The next review date is September 2024

Signed CEO: *Claire Morgans*

Date: *30/09/2022*

Signed Chair of the Board: \_\_\_\_\_

Date: *30.09.22*

At Ykids we welcome feedback and use it to improve our services. The purpose of this policy is to provide a framework for dealing with compliments, comments and complaints.

## Definitions:

A complaint is	an expression of dissatisfaction about Ykids action or lack of action, or about the standard of a service.
A comment is...	a personal opinion or belief, feedback or remark expressed by a child, young person, parent or other stakeholder. If the individual indicates they expect a reply, or where it is otherwise thought appropriate to do so, this should be dealt with as general correspondence.
A compliment is...	a statement of positive recognition or praise for a service or individual.

## Complaints:

At Ykids we strive for excellence but occasionally things can go wrong.

Where someone, whether a service user or visitor, wishes to complain about the service that they have received from Ykids, they should contact the Project lead in the first instance or Ykids CEO if this is not possible.

If the complaint is against the CEO of Ykids or they feel that their complaint has not been dealt with satisfactorily then they may contact the chair of the board of trustees – Dr. Jaime Craig.

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, which may involve verbal and or written complaints
- Review or appeal panel

### 1. Informal stage

Whenever a complaint is received either by telephone, verbally or in writing it should be recorded immediately using the form in Appendix 1. If anyone contacts Ykids and asks to make a complaint they should be asked if they want to fill in the complaints form directly. The complaint should be acknowledged and the complainant kept informed at all stages. Each complaint will be investigated within seven days by two of the following Ykids staff / trustees:

Claire Morgans, Darran Draper, Jaime Craig, Peter Morgan, Andrea Parry, Tanya Edwards, Roy Coleman, Kevin Thomas

Following this the complainant will receive a written response within two weeks of the complaint being lodged. At this stage negotiation should take place with the complainant to attempt to redress the complaint. If this is possible the staff member / volunteer and appropriate management committee member, along with the complainant should record the outcome of the informal stage.

## **2. Formal stage**

If the complainant is not satisfied with the explanation and decision made or if the complainant wishes to involve a more senior person they may use the more formal approach and write within 28 days directly to the Chair of Ykids. The Chair will respond within 28 days of receipt of the complaint informing the complainant of the decision made.

If the complainant is not satisfied with the response/decision made they may elect to have a review panel established to investigate the matter further.

If the complainant does not wish to submit a written complaint then they should telephone the Ykids office and arrange a meeting with Claire Morgans CEO to discuss the issue. Claire will then complete the form on behalf of the complainant or they can ask a friend to complete on their behalf.

## **3. Review Panel**

The review panel should consist of one Trustee one Volunteer / staff member of the project and one independent person who shall act as chair. The complainant will be invited to attend the review panel, with a representative if required. The meeting shall be held as informally as possible. The Chair should explain the purpose of the meeting, introduce the members and emphasise confidentiality. All members may make a written and verbal presentation to the panel. Proceedings should be minuted. People making presentations can be asked questions.

The panel should make recommendations on the complaint to the chair person within 7 days. The chair person will then consult with the panel and a decision made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result of the panels review.

## **Comments**

Ykids collects comments about our services and uses this to improve our work. Comments made informally in sessions by children, young people or parents are recorded via existing session monitoring and can be used in Ykids reports as appropriate. No comments will be attributable to the person who made them without their consent.

## **Compliments**

Compliments about our service and / or staff help us know we are on the right track. Again these are collected and stored and can be used in Ykids reports and publicity as appropriate.

All written feedback - both comments and compliments - will be responded to in writing within 7 days

# Ykids Complaints Form

If for any reason you are unable to complete this form then a member of our staff or a representative of your choice may assist you.

## Complainant's Details

Name: .....

Address: .....

.....

..... Post code: .....

Phone: .....

Mobile: .....

Email: .....

## Circle the description that best applies to you:

- a) A service user/ex-service user
- b) A parent
- c) A partner agency
- e) Other (please specify): .....

**Please outline what your complaint is about:**

Please give details of date and time of the incident/event including names, witnesses, what occurred and any relevant information that will help us to investigate your concerns.

**What has been the effect of this on you?**

**Are there any other agencies involved? Please list:**

**What resolution are you seeking?** For example, an apology, a written reply, your concerns noted but no further action, service to be provided differently, a particular course of action etc..

**If you are being supported in this complaint please give their details ...**

Advocate/representative's contact details

Name: .....

Agency/Relationship with complainant: .....

Address: .....

.....

..... Post code: .....

Phone: .....

Mobile: .....

Email: .....

Signature of complainant or advocate/representative

Name: .....

Signature: ..... Date.....

Advocate/representative must have the agreement & support of the complainant to sign the form on their behalf. Complaints that are not supported by the complainant may not be investigated.

When completed, please send this form in an envelope marked 'Private and Confidential' to: The CEO, Ykids, 98a Linacre Lane, Bootle, L20 6ES

Complaint Recorded By: ..... Position: .....

Signature: ..... Date complaint was received: .....

Response sent by (within 7 days) : .....

## Ykids Compliment Record Form

If for any reason you are unable to complete this form then a member of our staff or a representative of your choice may assist you.

Your details:

Name: .....

Address: .....

.....

..... Post code: .....

Phone: .....

Mobile: .....

Email: .....

**Circle the description that best applies to you:**

a) A service user/ex-service user

b) A parent

c) A partner agency

e) Other (please specify): .....

**Details of compliments and thanks**

Please give details of the person/persons/event you would like to give a compliment or thanks to:

**Your signature**

Signature: ..... Date.....

Compliment Recorded By: ..... Position: .....

Signature: ..... Date compliment was received: .....

Response sent by (within 7 days) : .....