

PORTISHEAD YOUTH CENTRE

COMPLAINTS PROCEDURE

Throughout this document, Portishead Youth Centre Management is referred to as PYC, the Head of Centre and Youth Provision as HoC/YP and the Administration Manager as AM.

1. This Policy sets out procedures for dealing with any complaints that anyone may have about PYC's administration and procedures.
2. If a complaint about procedures or administration practices by PYC's employees is notified orally to a Trustee or the HoC they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to the HoC/YP and be assured that it will be dealt with promptly and in any event within 10 working days.
3. If the complainant prefers not to put the complaint to the HoC/YP they should be advised to refer it to the Chairman of PYC.
4. On receipt of a written complaint the HoC/YP (except where the complaint is about his/her own actions) shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving them the opportunity to comment. Every effort should be made to attempt to settle the complaint at this stage.
5. If it is not possible to settle the complaint the Chairman or HoC/YP (as appropriate) shall refer it to the Chairman of PYC's Staffing Committee. The person complained about will be notified and given an opportunity to comment direct to the Chairman of the Staffing Committee, as will the complainant. Every effort will be made to attempt to settle the complaint at this stage.
6. Where the HoC/YP receives a written complaint about his/her own actions, s/he shall immediately refer the complaint to the Chairman of the

Staffing Committee. The HoC/YP will be given the opportunity to comment direct to the Chairman of the Staffing Committee, as will the complainant. [The Chairman of the Staffing Committee shall then proceed as at paragraph 5.] Every effort will be made to attempt to settle the complaint at this stage.

7. If no resolution has been possible, the Staffing Committee shall have power to deal with any such complaints to a final conclusion and will invite the person complained about and the complainant to attend a meeting to discuss the matter, if considered necessary. At least 3 members of the Staffing Committee must be present. The Committee will defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary or if they consider it necessary to invoke PYC's Disciplinary Procedure. Such a decision and the reason for it will be communicated to the complainant at the earliest opportunity.

8. If a complaint is made about a Trustee, then the complainant should be asked to put the complaint in writing to the Chairman of PYC (or the Vice Chairman if the complaint is about the Chairman). The procedure in paragraphs 5 and 7 will then operate. If the Trustee concerned is a member of the Staffing Committee, s/he must withdraw from the committee when the complaint is considered.

9. As soon as reasonably practicable after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.

Reviewed February 2022

Signed Chair of Trustees

Signed Head of Centre & Youth Provision