



## Complaints & Compliments Policy

Choose2 Youth is committed to providing the best possible service for its members.

Compliments – Choose2 Youth values feedback regarding its staff and services, whether positive or negative. All compliments will be acknowledged, and will be passed to both staff involved and the directors.

Complaints - In order to be constantly developing and improving our services, it is important that we receive feedback from our members including comments, suggestions and complaints. The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

Principles:

- People making complaints have the right to be treated equally and not suffer discrimination.
- People making a complaint are entitled to seek external assistance to advocate on their behalf.
- Complaints are to be treated with an open mind and will be investigated without prejudice.
- People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints.  
Anonymous complaints will not be investigated.
- Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

Once we have received your complaint we will do our best to respond to it quickly and thoroughly and where appropriate to make changes in our practice.

Complaints are to be treated seriously and dealt with in good time.

This policy is for external complaints.

- The complaint should be made in writing to the Choose2 Youth directors.
- The written submission should provide information about the nature of the complaint, and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation on Choose2 Youth to resolve the outcome in this way.
- Your complaint will be acknowledged in writing within Ten working Days and one of the directors will be allocated to investigate the complaint.
- You will be informed in writing of the outcome of the investigation.
- Choose2 Youth will keep complaints / compliments file where all records of complaints and compliments will be filed and kept for two years.