

## YouthBorders Complaints policy

### Policy statement

A complaint is a formal expression of dissatisfaction, whether justified or not, about YouthBorders policies or actions.

Complaints, if handled properly, can lead to better working relationships and improved practice. Service users (employees and volunteers of member group, volunteers, training or event delegates and partner employees and volunteer) of YouthBorders should feel their views are listened to and acted on. YouthBorders staff should encourage discussion and action on issues raised by our service users before they develop into problems and complaints. However, if problems do arise service users should feel enabled to bring their concerns to the notice of staff or management without concern.

This policy and procedure may also be used by other professionals or members of the public seeking to make a complaint about YouthBorders and our services.

Most complaints can be resolved informally in discussion. We recognise however that some people may not feel able to discuss their complaint with staff or may feel doing so has not improved matters. Therefore, YouthBorders has a formal Complaints Procedure.

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. If others need to be informed, the person making the complaint will be made aware of this. Where external mediation might be of help, support can be offered by identifying relevant agencies.

All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible.

All complaints should be recorded, with details of findings, action and outcome. YouthBorders will monitor and collect information on all complaints received by the organisation.

### Procedure- what to do if you want to make a complaint

<p><b>Stage one</b></p> <p>Try to solve your complaint informally – speak to the Chief Officer</p>	<p>If a service user has a complaint against a member of staff, a volunteer or the organisation in general they should first discuss this with YouthBorders Chief Officer, Susan Hunter. <a href="mailto:susan@youthborders.org.uk">susan@youthborders.org.uk</a> or 07725 075 458.</p> <p>A note of the meeting, which should take place within 7 days, and any action agreed should be written, signed by all parties, kept in a secure place and a copy given to the complainant.</p> <p><i>If the Chief Officer is the person whom the complaint is against then the matter should be referred to the Chair of the Board (<a href="mailto:chair@youthborders.org.uk">chair@youthborders.org.uk</a>).</i></p>
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<p><b>Stage two</b></p> <p>No satisfactory resolution at Stage one, escalate to the board of trustees</p>	<p>If the matter is not resolved at this initial meeting, then the complaint should be made in writing to the YouthBorders board of trustees (<a href="mailto:chair@youthborders.org.uk">chair@youthborders.org.uk</a>). This will require a special meeting of the board. It will be dealt with within 14 days and treated in a confidential manner.</p> <p>A note of the Board’s review, decision and any action agreed should be written, signed by Chair, kept in a secure place and a copy given to the complainant.</p>
<p><b>Stage three</b></p> <p>No satisfactory resolution at Stage two – refer to a mutually agreed third party</p>	<p>If the complaint remains unresolved the complainant has the right to request that the issue is referred to a mutually agreed Third Party for mediation.</p>

## Support

YouthBorders recognises that employees or volunteers subject to a complaint may require additional support to deal with a stressful process. This support will be available to all employees or volunteers subject to a complaint. The appropriate nature of that support will be determined according to the circumstances.

YouthBorders are happy to receive complaints in any format.

Please refer to our Equal Opportunities and Inclusion policy for details of how we handle complaints relating to discrimination and harassment.



YouthBorders is a Company Ltd by Guarantee with Charitable Status: SC313338. Scottish Charity Number: SC037680

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