

COMPLAINTS POLICY

ONLEY PARK YOUTH CLUB

POLICY PROCEDURES

Policy Statement

Onley Park Youth Club promises the public that it will pursue actively any complaints received in connection with its services, staff conduct or organised activities. This procedure sets out what will be done to make sure this happens.

Employees will take responsibility to own "problems" and deal with them through the complaints procedure. An important test of customer service is that whoever the customer happens to speak/or write to first must ensure that they are sympathetic and listen to the customers concerns with the aim of resolving the complaint at this first opportunity. Dealing with complaints is the responsibility of everyone. Staff will be trained, where appropriate, in customer service skills and behaviours. This is to make sure the approach to customer service is consistent, of a high standard, and at all times is addressed with a "customer first" ethos.

Aims of the Policy/Procedure

To enable all employees to understand the importance of a speedy and effective response to a complaint.

To ensure a consistent approach to all complaints

To help identify recurring problem areas so that improvements can be made.

Responsibility

The Youth Leader is responsible for insuring all employees know and understand their responsibilities and that complaints are recorded, monitored and satisfactorily resolved and reported.

Procedures

All complaints are logged and recorded by the employee who receives the complaint. This will show the following:

Date and time of complaint and email address of complainant.

Name of person completing the record

Short description of the complaint

Actions taken

Outcomes

Complaints can be received by letter, email, telephone, face to face.

The individual who logs the complaint is responsible for informing the Youth Leader that this has happened and making sure the information is accurate and logged as soon as possible.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the complainant.

Timescales. The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via email within 5 working days of receipt. Complainants will be advised in this communication of the complaints procedure and details of who they can speak about it. This will be supplied at all stages.

Procedures There are three stages to the complaints procedure:

Stage 1 Resolve at the first point of contact

All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that the majority of complaints will be resolved at this stage.

If the complainant is not satisfied, or the members of staff are unable to resolve the issue, then move to stage 2.

Stage 2 Line Manager – Parish Clerk

It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the complainant at this stage. The complaint will be reviewed by the Parish Clerk who will investigate and respond to the complainant within 10 working days.

If the customer decides they are not satisfied, then the complaint will be dealt with by the full Parish Council.

Stage 3 Escalated Complaint to Full Parish Council

Complaints at this stage are considered to be very serious. The complaint is passed to the Parish Council to deal with. They will investigate the complaint after gathering all evidence and give an appropriate written response following their meeting. The complainant will be kept updated regularly on progress during the investigation.

It is the intention that all complaints will be resolved at this point.



SIGNED:..... DATE:

NAME: TITLE:

SIGNED:..... DATE:

NAME: TITLE:

This policy was reviewed on 20th January 2014 Next review date 20th January 2015.