



Walton Youth Project Complaints Procedure

Date effective from: 09/07 **Due for review:** 01/18

Approved by: Management Committee

1. How we will treat your complaint

1.1 At Walton Youth Project (WYP) all reasonable efforts are taken to make sure that the highest possible standards are maintained. We do recognise, however, that we don't always get it right. When that happens, we encourage service users and partners to tell us so that, wherever possible, we can put matters right or make improvements for future service delivery.

1.2 We want to:

- a) Make it easy for you to raise your complaint.
- b) Ensure your complaints are listened to.
- c) Know how you'd like us to resolve your complaint.
- d) Make sure your complaint is handled in a satisfactory manner.

2. How and where to complain

2.1 If you're not satisfied with any aspect of our service, you can direct your concerns to the Management Committee who will either attempt to resolve the complaint personally or appoint someone to do so.

2.2 Complaints can be made in the following ways:

- a) **In writing** – marking the letter 'private and confidential' and addressing it to the Chair Person, Walton Youth Project, 186 Walton Village, Walton, Liverpool, L4 6TW.
- b) **By telephoning** (0151) 525 4832, between the hours of 9am - 5pm.

3. How long will it take?

3.1 Our aim is to resolve your complaint straightaway. However, if we have been unable to resolve your complaint within 3 working days, we will write to you to:

- a) Explain why the complaint has not been resolved;
- b) Inform who is dealing with the complaint;
- c) Explain the time scale expected for resolving the complaint.

3.2 Over 2 weeks

In the majority of cases, all complaints will be resolved within 2 weeks. If the matter has not been resolved within 2 weeks, we will contact you (normally by telephone) to give an update on progress and tell you how much longer we anticipate it to take.

3.3 After 2 weeks

We will keep you informed on a regular basis of progress until your complaint has been resolved. In exceptional circumstances, where your complaint is particularly complex, matters may take longer to resolve.

3.4 8 weeks

In the unlikely event we cannot reach agreement with you by the end of 8 weeks we will send you a 'Final Response' letter, which will explain our final position, or a letter giving reasons for the delay in resolving your complaint and an indication of when we expect to reach a conclusion.

4. What if you're not happy with our response?

Walton Youth Project is a member of the National Association of Councils for Voluntary Service (NACVS), and a registered charity.

If you fail to reach agreement with WYP, or remain unsatisfied with the organisation's activities, the following bodies may be contacted:

Charity Commission
20 Kings Parade
Queens Dock
Liverpool
Tel: (0870) 333 0123

NACVS
177 Arundel Street
Sheffield
S1 2NU
Tel: (0114) 278 6636

5. Restrictions

WYP will attempt to resolve all concerns relating to its activities. However, there are certain types of complaints that WYP cannot deal with, including the following:

- a) A mistake that has not caused financial loss, material inconvenience or material distress;
- b) Matters that have been (or are being) dealt with by a court or tribunal;
- c) A grievance against LCVS arising from the execution of its obligations under law or binding agreement.