

Complaints Policy



1. Definition

A complaint is defined as a piece of negative feedback about Young Women's Trust to which a client requests a response. This does not include positive feedback, or negative feedback that does not require a response, although both of these are monitored and acted upon by the charity.

2. Scope of policy

This policy refers to complaints in relation to interactions between the general public, suppliers, partners or contractors and anyone representing Young Women's Trust including staff and volunteers. It does not include complaints about our service delivery or fundraising practices as there are specific complaints policies relating to these areas of work.

If someone wishes to raise a concern around possible issues of malpractice there is a separate Raising Concerns Policy and the process outlined in that document should be followed.

3. General approach

Young Women's Trust is committed to making sure that all representatives of the Charity behave in a way that is consistent with our values and we expect high standards of behaviour from all staff and volunteers. YWT welcomes comments on the general standard of our interactions with the public. Complaints are one way the charity can monitor, improve and develop employees and processes, and the charity will make every effort to listen to and respond to complaints, and make changes in the way that we operate accordingly.

Anyone who wants to make a complaint about Young Women's Trust will be listened to and treated with respect.

Complaints can be due to a number of different things, including, but not limited to:

- Failure to treat people with courtesy and respect
- Failure to follow equal opportunity policies
- Any behavior that could be perceived as bullying or harassment
- Dissatisfaction with the way concerns raised or questions asked have previously been responded to.

Complaints can be made by:

- Suppliers
- Contractors

- Stakeholders or partners who work with the charity to deliver services, including those used as referral or signposting agencies.
- Anyone telephoning the office with a general enquiry

Although complaints will always be dealt with via a formal policy, the overall approach is to allow people to be flexible in the way that complaints are made, and the policy reflects this approach.

All complaints are reviewed by the senior management team of the charity on a regular basis, and the Board of Trustees receives regular information about all complaints.

4. Complaints procedure

Any person who wishes to make a complaint should be informed of this policy; in particular it should be made clear that it is a policy to respond to complaints, and that appropriate contact details therefore need to be captured. People wishing to complain anonymously should be advised to use an unidentifiable email address or telephone number.

Complaints can be made by any reasonable channel or platform, including, but not limited to:

- Telephone
- Letter
- Email
- Live chat.

All complaints are dealt with in the first instance by the Chief Executive. However, clients are welcome to make complaints via other appropriate YWT staff if that is easier for them.

All complaints will receive an acknowledgement within 5 working days.

All complaints will receive a considered reply within 10 working days. During this time the Chief Executive may contact the complainant to request further relevant information. If the complainant does not provide any further information the considered reply will be based on the information available.

If someone is not satisfied with the response to a complaint, or any proposed action taken following it, they can request that the complaint is re-considered by the charity. In such cases the complaint and response to it will be reviewed by a member of the Board of Trustees or other person appointed by the Board.

Once a complaint has been re-considered the charity will not respond to further correspondence on the subject, unless additional information is made available. This does not prevent someone making a different complaint.

Copies of complaints, responses to them, and notes explaining any action taken and appropriate dates are retained at the Young Women's Trust offices.