

Complaints - How to make a complaint

Voluntary Youth Manchester exists to enable and promote the interests of young people and the youth work sector of Manchester.

Whilst we endeavour to work in a manner which is acceptable and appropriate to all, if you are not happy with any aspect of our organisation and wish to make a complaint then we would like to hear from you. The information contained in these pages outlines the process by which your complaint will be heard and dealt with.

You will have the right to have an independent advocate or friend attend with you at any point during this process.

Voluntary Youth Manchester will take your complaint seriously and will do all that it can to ensure the situation is resolved to your satisfaction.

Voluntary Youth Manchester
c/o 49-51 Sidney St, Manchester, M1 7HB
Voluntaryyouthmanchester@gmail.com

Chair of the Board of Trustees – Janet Batsleer
Other Trustees – Alia Pike, Andrew Seedall, Amelia Lee

Process

1. If you are unhappy with the service that you have received either from an individual working on behalf of the organisation or the organisation as a whole, the first stage would be for you to try and resolve the problem informally with that person or a designated member of the Trustees Board.

If you would prefer not to speak to someone involved in the situation, then please move to step two.

2. If your complaint is not resolved through the above action the next step is to contact the Chair at the above address, detailing your complaint by letter marked private and confidential. You can leave a telephone number if you would prefer the Chair contact you by telephone to make an appointment to discuss your complaint at a planned meeting. You should receive confirmation of your complaint within five working days of its receipt.

3. The Chair (or another Trustee if your complaint relates to the Chair) will investigate your complaint by talking to you and other people involved in the situation and will follow this up with a full written report, sending copies to you and the Trustees Board. The report will include any necessary explanations or steps that will be taken to ensure that the problem does not occur again in the future. If the issue is sensitive and requires any Board members to not be made aware of this, then this will be agreed by at least two other trustees.

We will aim to send a report to you within 15 working days and will keep you informed throughout the process.

4. If you are not satisfied that your complaint has been dealt with properly, you may request a quorate meeting of the Trustee Board of Voluntary Youth Manchester to be convened. You may bring a friend or other representative with to support or represent you. The meeting will hear your complaint again and about the internal investigation which has already been completed. It will make a decision regarding appropriate actions that may be required to resolve the situation. You will be contacted in writing with their decision.

We aim to convene the Trustees Board Meeting within 15 working days of your request and write to you within 5 working days of the meeting. The decision of the quorate trustee meeting is final.

If you have any further questions with regards to these procedures, please contact us via one of the methods above.

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