

COMPLAINTS, COMMENTS, COMPLIMENTS POLICY

Dates

Date of Policy: 1 January 2001

Date of last policy review: 15 September 2022

Date of next policy review: 15 September 2025

Related Policies: Grievance and Disciplinary Section in the staff handbook

Introduction

The purpose of this policy is to provide a framework for dealing with complaints, comments and compliments.

YSS aims to work to the highest possible standards with everyone we come into contact with. Complaints and comments are a vital source of intelligence about how to make services work best and constitute an important part of continuous improvements. We recognise the value of service users' and partner agencies' feedback to enable us to continually review, improve and shape services.

Compliments: "An expression of praise concerning a high level of service delivery and/or customer care received."

Comments: "Proposals to help YSS improve its service delivery and/or aspects of customer care."

Compliments and Comments are valuable, welcome and important. They will be passed on to the relevant staff.

We can accept compliments and comments verbally, by letter or e-mail. *See bottom of page 3 for how to do this.*

Established in 1986

Head Office:

Polysec House, Blackpole Trading Estate West, Hindlip Lane, Worcester, WR3 8TJ

Patron: HRH the Princess Royal

YSS is a company limited by guarantee registered in England and Wales under number 4024428 and registered as a Charity number 1081992

Get in touch!

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Complaints

The following principles underpin YSS's approach to handling complaints:

- The procedure is fair, easy and transparent.
- Confidentiality will be maintained, and the complaint will only be discussed with others on a need-to-know basis and relevant to any investigation.
- The procedure is accessible to all regardless of race, religion, background, age, gender, ability, gender, sexual orientation or beliefs.
- Making a complaint will not harm or prejudice the service provided to the complainant.
- Complainants are dealt with courteously and with respect.
- Complainants receive a timely response with the outcome, supported by an explanation and confirmation of action taken in writing.

For a complaint to be considered, it must relate to an action or service provided by a YSS staff member, trustee, volunteer, contractor, or associate working for YSS. A complaint can also be about the failure of any of these people, to take an action or make a decision.

Complaints made by a parent or carer of a young person who has received a service from YSS will also be considered.

If the complainant is under 16 years of age, the complaint can be made by them but it is recommended that they have an advocate to assist. An advocate does not have to be a parent or guardian but could be a responsible friend over 16 years of age, or someone from a specialist agency that provides advocacy services. YSS can advise where independent advocacy support can be obtained.

How to complain

We will accept a complaint verbally, by letter or e-mail. *See bottom of page 3 for how to do this.* All complaints will be dealt with in confidence.

Stage 1 Informal Complaint:

- The complainant should speak or email their support worker or service manager at YSS or email [info@](mailto:info@yss.org.uk) or feedback@yss.org.uk
- We will endeavour to resolve the complaint and let the complainant know of any remedial action to be taken, or, if relevant, giving the address of the appropriate body to contact.
- Complaints will be acknowledged within 5 working days.
- For us to resolve the issue to the best of our ability, please include as much detail as possible regarding the complaint, including any relevant communications or documentation.

Stage 2 - Formally registering a complaint:

- If the complainant is not satisfied with the response at Stage 1, or they would prefer the complaint to be formally investigated, they can request for their complaint to be escalated to Stage 2, by email, by telephone or in person.
- The complaint will be investigated, and a full written response will be provided to the complainant within 20 working days from the date of the acknowledgement.
- The investigation will be assigned to a staff member from another service.
- If the complainant is not satisfied with the response, they will be given the opportunity to speak to a senior member of staff or a member of the senior management team and given the option to appeal.

Stage 3 – Appeal

If the complainant is not happy with the outcome of their complaint, they are entitled to appeal within 15 working days of receiving the outcome by writing to the Chief Executive Officer explaining why they want to appeal.

Complaint Monitoring

All complaints received by YSS staff must be recorded and forwarded to Human Resources within 24 hours of receipt of complaint. Human Resources will assign a named individual to investigate the complaint. The Senior Management Team (SMT) will monitor all complaints on an ongoing basis.

Complaints, Compliments and Comments

Every Service User will be handed a copy of the “Complaints, Compliments and Comments” card. (*see below*) at their first meeting and will also receive a verbal explanation by their YSS worker of what it is.



YSS Complaints, Compliments & Comments

If we are doing something well, if you have a complaint, or any comments, we want to hear from you. Please phone, e-mail or write to us in confidence. We will acknowledge your feedback and follow up as appropriate. If you want a full copy of our policy, please do not hesitate to contact us.

01905 730786
feedback@yss.org.uk
www.yss.org.uk

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