

COMPLAINTS, COMPLIMENTS AND COMMENTS

Dates

Date of Policy: 1 January 2001
Date of Last Review: 28 June 2024
Date of Next Review: 28 June 2026

Related Policies

Grievance and Disciplinary Section in the staff handbook.

1. 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 encounter. Service users are at the heart of YSS. Our service users who have direct experience of our work are a vital source of intelligence about how to make services work best. We believe involving service users is key to the difference we can make in their lives - improving the quality and impact of the services on offer and contributing to wider outcomes.

We recognise the value of service user feedback to enable us to continually review, improve and shape the services they use.

Feedback is also important from other stakeholders including family members, professionals and partner agencies.

2. Compliments and Comments

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. Written compliments and comments will be acknowledged by YSS in writing.

We can accept compliments and comments verbally, by letter or e-mail. *See bottom of page 4 for how to do this.*

3. Complaints

YSS aims to provide excellent services to all our service users, but occasionally things may go wrong. Complaints help us to put things right and make sure the same mistakes do not happen again.

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.

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.

4. The Complaints Process

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 initially aim to speak directly to or email the support worker in question or the service manager. If they feel uncomfortable doing this or are unsure of the relevant contact details they can email info@yss.org.uk
- All complaints will be acknowledged within 5 working days.
- The complainant should aim to include as much detail as possible regarding the complaint, including any relevant communications or documentation. This will enable us to resolve the issue to the best of our ability.
- We will endeavour to resolve the complaint and let the complainant know of any remedial action to be taken, or, if relevant providing them with the address of the appropriate body to contact.

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. This request can be made via email, telephone or in person.
- Stage 2 complaints will be acknowledged within 5 working days.
- The investigation will be assigned to a YSS staff member outside of the affected service for investigation and a written response will be provided to the complainant within 20 working days from the date of acknowledgement.

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 a stage 2 written response.
- The appeal must be made in writing to the Managing Director of YSS, explaining why they want to appeal.
- The Managing Director will then review the appeal and provide a written response within 20 working days.

5. Complaint Monitoring

All complaints received by YSS staff must be recorded and forwarded to the Human Resources Department 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.