

Policy – Complaints & Grievance Procedures

Youth Resource Services (referred to as The Rendezvous) is: committed to dealing with any complaints and grievances swiftly and effectively.

The Rendezvous recognises the need for clear procedures for: dealing with any complaint or grievance raised against The Rendezvous or its representatives by staff, volunteers, trustees or other parties.

The procedure is as follows:

1. In the first instance, complaints should be set out in writing and addressed to the Chief Executive (except under the circumstances described in 4(ii), in which case steps 1 to 3 should be bypassed). If written and addressed to another party, the complaint should be forwarded to the Centre Manager immediately upon receipt.
2. The letter will be acknowledged by the Chief Executive, where possible within 10 working days of his/ her receiving it, enclosing/ attaching a copy of this Procedure. If the Chief Executive is unable to meet this requirement (e.g. they are on annual leave), the complainant should be advised of this fact but told that the commitment in 3 below will still be met
3. The Chief Executive will investigate the circumstances outlined in the complaint, and will reach a decision regarding it. A response will be sent to the complainant within 28 working days of first receiving the letter of complaint.
4. If the complainant:
 - is not satisfied with the response or decision or;
 - feels unable to write to the Centre Manager because the complaint is about them
 - they may write to the Chair of The Rendezvous or if the complaint is about them to the Vice Chair of Trustees.
5. The Chair will acknowledge receipt of the letter within 10 working days, where possible
6. Where the complainant has appealed to the Chair for a review of the initial response to the complaint (or where the complaint involves the Centre Manager) an investigation will be carried out by the Chair or another trustee acting on their behalf.
7. The Chair will aim to produce a decision, which is final, and to notify the complainant of their conclusions within 15 working days of receiving the letter, together with a clear explanation of the reasons for reaching them.
8. All complaints received, together with a copy of the response, will be notified to the Chair.
9. Complaints will be monitored, and information from this will be fed in to the planning process as appropriate
10. Complaints regarding fundraising activity should be logged in such suitable form as required and reported to the Fundraising Standards Board

Signed:.....

Name and position: Andrew May, Chair of Trustees

Date: 31 January 2018

Date for Review: January 2020

Madified March 2019