

## **Complaints Policy and Procedures**

BYT strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone using the services it provides. The staff and volunteers who represent the organisation are committed to high standards of conduct and service at all times.

Should complaints arise it is BYT's policy to deal with these complaints quickly and efficiently.

Complaints may be made verbally or in writing, and the procedures are as follows :-

### **Verbal Complaint**

The complainant should ask to speak to the Chair or another Trustee. The Trustee will take details of the complaint, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner.

Should the complainant not want to speak to the Trustee available, he/she can leave their contact details and they will be contacted by another Trustee as soon as possible.

### **Written Complaint**

The complainant should write to the Trustees via the Administrator giving full details of their complaint and, if appropriate, to whom their complaint relates.

### **Procedure**

All complaints, written or verbal, are logged and the Administrator or BYT Chair will formally acknowledge receipt of the complaint. The Chair or another of the Trustees will provide a written response to the complainant within a 10 working days, detailing where necessary the further course of action to be taken. Where it is not possible to provide a full response within this time frame, a letter will be sent to the complainant outlining progress and indicating when a response is likely to be forthcoming.

If the complainant is satisfied with the response, the matter will be considered to have been closed. If the complainant remains dissatisfied with the explanation, or course of action, he/she can appeal to the full Administrative Committee.

A minimum of two different Trustees will review the complaint and either decide that the action proposed is adequate or that a different course of action should be adopted. The outcome of this review will normally be communicated in writing to the complainant within 15 working days of the appeal being lodged.

If the matter remains unresolved, he/she has the right to consult a third party arbitrator and an agreed process will be put in place.

This complaints procedure is reviewed annually by the Trustees or at shorter interval should legislation of good practice require it.