



## Complaints Procedure

### 1. Background.

- 1.1 BACYP promise the public that it will actively pursue any complaints received in connection with its working or organised activities. This procedure sets out what has to be done to make sure this happens. This procedure replaces the one created in 1994.
- 1.2 Each employee should feel that they have the responsibility to own "problems" and deal with them through the corporate complaints procedure. An important test of customer service is that whoever the customer happens to speak/or write to **first** must ensure that they are sympathetic to the customer's concerns. On the telephone take full details of the complainant including their address and telephone number and promise a call-back as soon as they have found the correct person to deal with the complaint. All telephone calls/letters of complaint must then be recorded with the BACYP Offices at Watlington House, 44 Watlington Street, Reading, RG1 4RJ

### 2. Aims of the Policy/Procedure

- To provide the community with an easy, accessible method of expressing concerns about the way the Association or project provides their services and to seek a speedy and positive resolution of those concerns.
- To enable all employees to understand the importance of a speedy and effective response to feedback and/or a complaint from customers. This will build on overall care initiatives.
- To understand when a complaint becomes a "Corporate Complaint".
- To ensure a consistent corporate approach to all feedback and complaints so that the customer feels that the whole organisation understands their issue(s).
- To be a tool for identifying recurring problem areas so that mistakes can be rectified at source.
- To enable the correct recording of complaints so that we can measure the quality of our service delivery.

### 3. Who is Affected by this Policy and How?

- Members of the public
- CEO and Officers responsible for service provision
- The Project Management Committee
- The Board of BACYP
- **Everyone** employed by BACYP

3.1 It is intended that these procedures are communicated to all employees.

3.2 The overall responsibility for the success of the procedure lies with:

- The Management Board of BACYP
- The CEO
- All Field Staff directly employed by BACYP
- All Management Committee who have staff employed by BACYP
- All BACYP members

#### **4. Who will be responsible for managing the policy?**

**Overall:** The CEO is responsible for the development and monitoring of policy as part of the overall Customer Care Initiative.

4.1 The CEO will be responsible for ensuring that all customer feedback and complaints are recorded, monitored and satisfactorily resolved and reported. These officers will receive all Stage One communications – stages are listed further on in this document.

4.2 At Stage Two the CEO will manage the process in dealing with Complaints.

#### **5. Applying and monitoring the policy.**

5.1 The CEO is responsible for overseeing the policy which will be monitored on a regular basis.

#### **6. The Procedure**

6.1 There are four stages which may happen when a member of the public contacts the Association with a complaint.

##### **But firstly – What is a complaint?**

**What it is** – It is when a member of the public is unhappy with what we have done or failed to do. It may be something we can put right or it may be about a policy or practice or something we cannot change like Government imposed rules and regulations.

**What is not? – It is not** a report of a defect, breakdown or repair unless we have a set of service standards that ensures these things won't happen or that the Association will put them right without the need for a member of the public to report them.

The Association has defined a complaint as:

**“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Association or its staff, affecting an individual person or club or group of persons or clubs or members of the public”.**

#### **Stage 1 Customer Complaint to Individual/Project**

##### **Action One:**

A verbal or written comment or visit, which expresses disapproval or complaint to the appropriate person in a Project. If possible it **should be resolved immediately** by the person responsible for the area concerned although it will still be necessary to log the call and subsequent action.

**Action Two: Log:**

A note should be made on the log held by the Project Officer as to the nature of the complaint, date, time, name and address and telephone number and the closing date for a full response (i.e. ten working days from first contact) – **otherwise** if the resolution is immediate then that action must also be logged.

**Action Three: Acknowledge within 24 hours:**

If the complaint cannot be resolved immediately it is important that an acknowledgement should be sent within 24 hours from the Project Officer by first class post.

**Action Four: Chase:**

The Project Officer must operate a diary logging system to ensure that the complaint receives a full response from the Officer concerned within 5 days from date of acknowledgement and that copy of the response is held on the Association/Project complaints file.

**Action Five: A Full Written Response:**

This should be sent to the customer from the appropriate department within 10 days from the initial contact. If it is not possible to resolve the problem within 10 days, due to complications, the customer must be told when they can expect a full reply and be updated regularly on the progress. It is the responsibility of the Project Officer to ensure that these deadlines are strictly adhered to. In this full response it is important to state that the customer can appeal to the CEO if they are not happy with the response. The letter should contain all the information on 1 side of A4 paper. It should be friendly, helpful and jargon-free. An offer should always be made to provide further help as required.

**Action Six: Log:**

A full statement should be logged in the Project book as to the outcome of the follow-up which will be requested by the BACYP Board and ultimately the Audit Commission.

**Action Seven: Follow-up:**

The Project Officer must call or write to the complainant one month following the close of the complaint to ensure that the customer was happy with the way in which the complaint was resolved. This must also be **logged**. This follow-up will be reported back to the BACYP Board.

## **Stage 2 CEO Complaint**

If the customer is not satisfied with the response from their first contact with a Project, they will have the right of appeal in writing, in person, or by telephone to the CEO. The same actions will therefore be appropriate.

**Action One:**

**A verbal or written expression of complaint to the CEO,** from the customer.

**Action Two: Log:**

**A note should be made on the Association log** in the BACYP Office as to the nature of the complaint, date, time, name and address and telephone number and the closing date for a full response (i.e. ten working days from first contact).

**Action Three: Acknowledge within 24 hours:**

It is important that an acknowledgement should be sent within 24 hours. This should always be sent by first class post.

**Action Four: Chase:**

The CEO must operate a bring forward system to ensure that the complaint receives a full response from the officer concerned within 10 days and that a copy of the response is held on the Association's complaints file.

**Action Five: A Full Written Response:**

This should be sent to the customer from the appropriate department within 10 days from the initial contact. If it is not possible to resolve the problem within 10 days, due to complications, the customer must be updated regularly on the progress. It is the responsibility of the BACYP Office to ensure that these deadlines are met.

**Action Six: Follow-up:**

One month from the resolution of the complaint the CEO should call the customer and ask for feedback on the way the call/correspondence was handled.

**Action Seven: Log:**

A full statement should be logged as to the outcome of the follow-up on the Association log facilitated by the CEO. This will be the basis for the record which will be requested by the BACYP Board.

**Stage 3 Chairman of BACYP Board**

If the customer is still not satisfied with the way the CEO has dealt with their complaint, they have the right to complain to the Chairman who will refer the complaint to the BACYP Board.

**Action One:**

**A verbal, visit – or written expression of complaint to the Chairman of BACYP.**

**Action Two: Log:**

**A note should be made on the Association's log** in the BACYP Office as to the nature of the complaint, date, time, name and address and telephone number and the closing date for a full response (i.e. ten working days from first contact with the Chairman).

**Action Three: Acknowledge within 24 hours:**

It is important that an acknowledgement should be sent within 24 hours from the CEO. This should always be sent by first class post and the customer must be told when the complaint will be dealt with by the appropriate Complaints Committee.

**Action Four: Chase:**

The CEO must operate a bring forward system to ensure that the complaint receives a full response from the Chairman within 10 days and that a copy of the response is held on the Association complaints file.

**Action Five: A Full Written Response:**

This should be sent to the customer from the Secretary of the BACYP Board. The full response must be sent to the Customer two days following the Committee Meeting or, if there is a delay due to complications, then the customer must be informed of the delay. It is the responsibility of the CEO to ensure that these deadlines are met.

**Action Six: Follow-up:**

One month from the resolution of the complaint the CEO should call the customer and ask for feedback on the way the call/correspondence was handled.

**Action Seven: Log:**

A full statement should be logged as to the outcome of the follow-up on the Association's log facilitated by the CEO. This will be the basis for the record which will be requested by the BACYP Board.

**Stage 4 Complaint to Ambition UK, formerly the National Association of Clubs for Young People**

This should only be used when all other procedures are exhausted. If a customer says that they are going to complain to Ambition we should remind them that they will be expected to follow the first three steps before writing to Ambition as Ambition is unlikely to consider a complaint unless the Association's internal procedure has been exhausted. However, if they still wish to write then they should contact them direct at the following address:

Ambition  
452 Kennington Lane  
London  
SE11 5QY

The response to all Ambition complaints will be co-ordinated by the CEO, who is the designated Liaison Officer.

**Amendments**

Any amendments require approval by the Board of Directors of BACYP

Issue No.	Reason for Amendment	Amended by	Date