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# The Young Foundation

## Complaints Policy

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The Young Foundation is a registered charity in England and Wales.  
Our charity number is 274345. We are also a company limited by  
guarantee. Our company number is 1319183.



## Our aim

The Young Foundation is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to:

- ensure our complaints procedure is fair and easy to use by anyone wishing to make a complaint
- ensure all complaints are dealt with promptly, politely and, when appropriate, confidentially
- respond in the right way make sure that complaints are, wherever possible, resolved and that relationships are repaired
- learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

This policy ensures sets out our process and guidelines for dealing with complaints from clients, partners and members of the public about our services, facilities, staff and volunteers.

## Definitions

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.



# Making a complaint

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Written complaints should be sent to The Young Foundation at Toynbee Hall, 28 Commercial Street, London, E1 6LS or by e-mail to [reception@youngfoundation.org.uk](mailto:reception@youngfoundation.org.uk). Verbal complaints may be made by phone to 020 8980 6263 or in person to any of The Young Foundation's staff or trustees at the same address as above or at any of our events.

When a complaint is received over the phone or in person, the member of staff or trustee should capture: the facts of the complaint; the complainant's name, address and telephone number; the relationship of the complainant to The Young Foundation (e.g. client, partner, student, volunteer) and tell the complainant that we have a complaints procedure. The complainant should be encouraged to submit their complaint in writing if appropriate.

## Responsibilities

The Young Foundation will:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

The complainant will:

- raise their complaint within 8 weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow The Young Foundation a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond The Young Foundation's control.

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# The complaints procedure

Written records must be made by The Young Foundation at each stage of the procedure.

## Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Senior Management Team, to make this explanation.

A formal complaint can be made either verbally or in writing. If in writing the form at Annex 1 should be used. If verbally, a statement should be taken by a member of the Senior Management Team or HR.

In all cases, the complaint must be passed on to the Director of Operations. In the event of a complaint about the Director of Operations the complaint should be passed to the Chief Executive, and if the complaint is about the Chief Executive, this must be passed on to the Chair of Trustees.

The Director of Operations/Chief Executive/Chair of Trustees will acknowledge the complaint in writing within one week of receiving it. This individual will then lead the investigation into the complaint. The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter will be sent explaining why.

## Stage 3

If the complainant is not satisfied with the Stage 2 decision then a sub-group of the Trustee Board will be convened. The sub-group will examine the complaint and may wish to carry out further interviews, examine files/notes. They will respond within four weeks in writing. Their decision will be final.

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Date policy last reviewed	October 2022
Reviewer	TG
Date of next review	October 2023

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