

## Complaints Policy & Procedure

### 1. General Statement of Intent

- 1.1 BYC is committed to providing a high quality of service. We acknowledge that we may not always get it right, and when this happens, would like to know what has gone wrong so that we can sort out the situation as quickly as possible and try to ensure that it does not happen again.
- 1.2 BYC believes that your views are important and that complaints give us valuable information about the way we provide our service and how we can improve it.
- 1.3 It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us.
- 1.4 You can either put your complaint in writing by post or e-mail to the Chief Executive [*BYC + address*], or you can ask to see or speak to the Head of the department, who will take down a full written statement.
- 1.5 Please make sure you tell us:
  - what has happened;
  - when it happened;
  - the background to the problem, if you think it is relevant;
  - what you've done to try and sort it out;
  - what you want us to do to put things right;
- 1.6 We will acknowledge it within a week of receipt and investigate it as quickly as possible. We may contact you for further information.
- 1.7 Normally the complaint will be investigated by the line manager of the member of staff responsible for providing the service you have complained about. This manager will write to you within four weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Chief Executive to review the handling and investigation of your complaint. If after this you are still not satisfied, you may write to the Chair of the Trustee Board at the above address.