



Young People Count – No: 1153050

Policy and Procedures

Feedback and Complaints Policy

STATEMENT OF INTENT

Young People Count seek to continually improve on the facilities it offers, whether this be social media, online activities or a place to call our own. We therefore welcome all comments and suggestions. Young People Count also have a clear process for anyone wishing to express a concern or forward a complaint. All complaints are taken seriously and acted upon accordingly.

OUR COMMITMENT REGARDING FEEDBACK:-

- We will seek to have ongoing avenues for comments and feedback from the young people. These will use both formal and informal methods.
- We will regularly seek the feedback from parents, staff and volunteers in order to improve our service
- Feedback will be acted upon, evaluated and used to improve the services we offer.

OUR COMMITMENT REGARDING COMPLAINTS:-

- A clear complaints procedure will be displayed at all times.
- Complaints will be acted upon within two working days of receipt.
- When dealing with complaints all those involved will be contacted and have their opinions listened to and taken into account.
- If the complainant is still not satisfied they will be invited to attend a meeting of Trustees to discuss the matter further.

All complaints should be made to the Trustees of Young People Count by e-mail office@ypcount.org.uk or via telephone 07910 187028

Our aim is to ensure that all participants in the activities or users of our facilities have the opportunity to be heard and their opinions to be taken seriously.



COMPLAINT PROCEDURE

If you have reason to raise a concern about anything that you experience while present at these premises please speak to a staff member present or contact us in the following ways:

Trustees	- Email office@ypcount.org.uk
Staff Member	- Telephone 07910 187028

A copy of all our policies is available on request or via our website www.ypcount.org.uk