

# COMPLAINTS PROCEDURE

KYHP should provide a good level of service to residents and all who use the service. If anyone has a complaint or suggestion KYHP will be happy to receive it so that the project can achieve and maintain the quality of the service. All complaints will be taken seriously and investigated as described below.

## 1 WHO CAN MAKE A COMPLAINT

All service users and staff should be made aware of the existence of this policy and it should be available to any third party as a matter of course. No inference should be read into a request for copies of this policy.

Complaints can be made by an individual or group of service users or by a third party acting on behalf of an individual or group of service users. KYHP will normally expect to be satisfied that a third party has authority to act before accepting an official complaint.

Official complaints should preferably be made in writing on the complaints form but can be made verbally if this is more appropriate. Complainants have the right to have someone attend all official meetings with them. Complainants will be given an official written account of interviews or meetings under the Official Complaints Procedure.

Complainants will also be provided with written notice of any decisions or outcomes arising from use of this procedure. Confidentiality should be maintained by staff and management committee members in relation to the operation of this policy.

## 2 INFORMAL AND OFFICIAL COMPLAINTS

Minor complaints or disputes between service users can be dealt with by the relevant member of staff. If the matter is more serious or is not resolved informally, the following procedure can be used to take the matter further.

Residents can talk to any member of staff, the manager or the chair of the board. The complaint should normally be made at the lowest level, firstly to the support worker, then the manager and then the trustees of the charity. When considering who to complain to it is worth considering:

- Could the matter be dealt with by a support worker.
- Is this complaint serious or urgent enough that it needs to go directly to the manager or trustees.

### Who to make the complaint to

- The project manager, who can be contacted by, either visiting the office at 71 High Street, Kingswood, Bristol, BS 15 4AD or making contact by phone (0 117 935288 1) or in writing.
- The Chairperson, who can be contacted at KYHP, 71 High Street, Kingswood, Bristol, BS15 4AD - marking the envelope "Private and Confidential", or via a member of KYHP's staff group by telephone/visiting and request a confidential interview with the Chairperson.
- This procedure is not exhaustive, if appropriate, you may also wish to take the matter up with:

- Places for People who own Park View and who can be contacted at 7 York Court, Wilder Street, Bristol BS2 8QH Telephone 0117 9445710
- Redland Housing Association who own our office and the training flat at Holly House, Corbet Close, Lawrence Weston, BS11 0TA, 01179704500.

### **3 THE COMPLAINTS PROCEDURE**

In accordance with the Equal Opportunities Policy service users should be provided with appropriate help to make a complaint where requested.

#### **3.1 Stage 1**

- 1 Young People with a complaint regarding the services offered by KYHP should in the first instance raise the issue with the project manager.
- 2 A confidential interview will be arranged within 7 days of the issue being raised.
- 3 Within a further 7 days clients will be sent a written reply regarding the complaint.

#### **3.2 Stage 2**

1. If you are not satisfied with the response to your complaint you may write to the chair of the board.
2. A confidential meeting will be arranged within 7 days of the issue being raised where this is possible.
3. Within a further 7 days clients will be sent a written reply regarding the complaint.

### **4 RECORDING OF COMPLAINTS**

1. All complaints should be reported to the Chair of the Board.
2. The Management Committee will appoint a member to oversee the complaints procedure and keep a log of all complaints made. This is currently the vice chair who is Graeme Riley.
3. A summary of complaints made should be presented annually to the Management Committee for discussion.
4. A copy of any complaint should be passed on to the Complaints and Freedom of information Manager, Community Care, and Housing Department, St Luke's Close, Emerson's Way, Emerson's Green, South Gloucestershire, BS16 7AL.

### **5 REVIEW OF THIS POLICY**

This policy should be reviewed at least every three years. This review should involve the Manager and Management Committee of KYHP. Service users should be invited to input into any review of this policy especially if the procedure has not been used for any period of time.

### **6 Promotion of policy**

1. The complaints form and policy is available on the KYHP web site and available in the office

## Kingswood Young Homeless Project

71 High St, Kingswood, Bristol, BS15 4AD Tel: 0117 9352881 Fax: 0117 9077370  
E-Mail: [kyhp@kyhp.co.uk](mailto:kyhp@kyhp.co.uk) web [www.kyhp.co.uk](http://www.kyhp.co.uk) Charity No: 298777 Reg'd Co Number: 2060534

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on the noticeboard.

2. The policy should be explained to all young people who receive a service from KYHP.
3. The policy should be discussed with young people if they raise any concerns with any part of the service of KYHP.
4. Staff will receive training in this policy as part of their induction.
5. The policy will be summarised and explained in the residents handbook
6. The policy will be made available to all young people on request and staff should assist a young person with a complaint or refer them to another member of staff who can.

### 8 Cross Ref:

Harassment Policy  
Equal Opportunities Policy  
Protection from Abuse

Policy	<b>KYHP COMPLAINTS PROCEDURE</b>
Policy Last Updated	23/3/2007
Policy sent to young people for consultation (date)	
Approved by Management Committee	6/9/2003