

Policy code	Effective date	Approved by	Description of Amendment	Review date
P-COM	14/09/2017	Leanne Edwards	N/A	09/2018

YOUTHFORCE COMPLAINTS POLICY AND PROCEDURE

Introduction

1. Youthforce is committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards. This procedure is not solely for learners, complaints can also be made by anyone with a relevant interest in Youthforce, for example a parent or employer.

Complaints Procedure

2. If you have a complaint, please contact Leanne Edwards, Managing Director. You can write to Leanne at: Youthforce Ltd, 1ST Floor, 1 Gordon Mews, Gordon Close, Portslade, BN41 1HU

Upon receiving the complaint, the following steps will be actioned:

- a) We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 10 days of us receiving your complaint.
- b) We will record your complaint in our central register within a day of having received it.
- c) We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 10 days of your reply.
- d) We will then start to investigate your complaint. This will normally involve the following steps;
 - i. We may ask the member of staff who dealt with you to reply to your complaint within 10 days of our request;
 - ii. We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 7 days from receiving their reply.
- e) Leanne Edwards, or an appropriate member of senior management, will then invite you to meet with them to discuss and hopefully resolve your complaint. They will do this within 7 days of the end of our investigation.
- f) Within 5 days of the meeting Leanne Edwards, or the appropriate member of senior management, will write to you to confirm what took place and any solutions s/he has agreed with you.

3. If you do not want a meeting or it is not possible, Leanne Edwards will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 7 days of completing her investigation.
4. If we have to change any of the time scales above, Youthforce will let you know and explain why.