

Complaints Procedure

Here at Ocean Youth Connexions we aim to provide high quality services which meet the needs of local young people. In order to ensure our services remain at a high standard, we have a procedure where you can highlight any concerns you may have. If any young people we work with, funder or third party organisation wishes to complain, Ocean Youth Connexions will ensure their complaint is treated seriously, is handled without bias or discrimination and that confidentiality is respected.

Our complaint procedure is available to children and young people, funders and third party organisations who have used our services or to those who think they have not received a service we said we would provide. Complaints can be made by advocates or representatives on behalf of others, but we ask for written confirmation that they have agreed to act on someone else's behalf. In addition, complaints should be made within 3 months of the event or outcome that is being complained about.

If at any point you are not happy with any of Ocean Youth Connexions activities please tell us we would like to know and resolve it amicably:

- If you are unhappy about any Ocean Youth Connexions services or activities, please first speak to the relevant staff member and resolve all issues. This then can be followed onto the project coordinator and then the Directors.
- If you are unhappy with an individual in Ocean Youth Connexions sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the project coordinator or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director, (if your complaint is about the Director, please write to the Chairperson.)

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Executive Committee meeting, which will decide on any further steps to resolve the situation.

Each complaint will be assessed individually. Ocean Youth Connexions will not use standard responses to complaints. We will consider all relevant factors and will offer what we believe to be a fair and proportionate solution, taking into account any injustice or hardship you have experienced.

If we find that we have made a mistake, or not dealt with someone properly, we will do what we can to put things right. This may involve:

- Apologising
- Correcting any errors so that, where possible, the complainant is restored to the position they would have been in had we not made a mistake.
- Taking further action in response to concerns raised
- Telling complainants what we have learnt from the complaint and what action we will take to ensure that we do not make the same mistake again

Finally, please also let us know if you are happy with Ocean Youth Connexion's services and how we can better provide facilities to our young people.

Complaint Form

Name: _____

Contact Address: _____

Telephone Number: _____

Mobile number: _____

Email: _____

Is this complaint on behalf of someone else? Yes / No

Please detail your complaint below:

Please detail steps (if any) that have been taken so far to resolve your complaint:

I confirm that all information is correct, to the best of my knowledge:

Name: _____ Signed: _____ Date: _____