



Complaints Policy and Procedure

By listening and responding, the Hill Street Youth and Community Centre can improve the service it provides to people in Warwickshire.

We use a simple feedback form so that we can be sure to give the best possible service to everyone. It can be used for complaints or any concerns our customers may have and we will investigate the situation to ensure we improve our services as much as possible. We also aim to solve any concerns or complaints as quickly as possible.

Customers registering a complaint get a written response within 7 days. If the complaint is simple, this letter will tell you, our customer, what action we have taken because of your complaint and invite you to contact us again if you are not satisfied. If the complaint is more complicated, this initial response will detail how long we expect an investigation to take, who you can contact at HSYCC for updates, and when you can expect a final response.

If you are not happy with our service, firstly tell the person who has been dealing with you. Most of the time, they will be able to get things sorted for you straight away.

If you feel the problems have not been sorted, then please complete the attached form.

We fully record and monitor all our complaints to improve our services and to monitor whether there are any actions, such as training needs, that need to be taken.

If you are using this form to make a complaint, you should get a written response to your form within 7 days (if you provide contact details).

If you have any difficulties in filling in this form and would prefer to give information verbally, please contact us on 01788 576041 where a member of staff will be happy to complete the form from the information you provide.

Process

On receipt of the completed form, it is allocated to a senior member of staff who assesses the issue, makes a recommendation to the Trustees, and deals with any follow up.



HILL STREET

COMPLAINTS AND COMMENT REGISTRATION FORM

Is this a:		Complaint? <input type="checkbox"/>	Comment? <input type="checkbox"/>
If this is a complaint, you should expect a response within 7 working days.			
If this is NOT a complaint, would you like a response?			
Yes <input type="checkbox"/>		No <input type="checkbox"/>	
Name:			
Address:			
Telephone Number:			
Mobile Phone Number:			
Email address:			
Which is your preferred method of contact?			
Is the complaint or comment about a specific member of staff?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, what is the name of the member of staff?			
Date to which the complaint or comment refers?			
Location of event to which the complaint or comment refers?			
Details of Complaint or Comment			
<i>(please continue on a separate sheet if necessary)</i>			
Signed			
Date			