



Complaints and grievance policy

Introduction

The Blues Busters is a voluntary organisation based in Bognor Regis West Sussex providing a youth club for young people aged between 11-25, where they can relax, have fun, make friends and look towards a positive future.

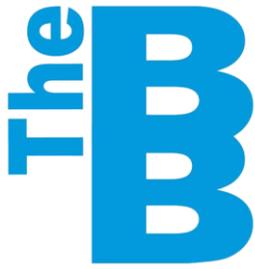
We aim to provide the best possible service for the youth club users and their parents and encourage the parents and guardians as well as the members/users to provide feedback to the youth manager because we recognise that there will be some times when we might not be able to provide a service where everyone is satisfied.

There may be different situations in the youth club where we require '*negative feedback*' from the young people and their parents and guardians to be able to improve our services and work towards providing an environment where the users feel happy and safe.

This policy is to be used as a guide for staff, volunteers and youth leaders when they are dealing with complaints from members and their parent's/ guardians or other services and organisations we deal with.

1. Ways of receiving a complaint

A complaint can be received verbally, in writing or via email. If it is received via email it should be sent to complaints@thebluesbusters.org.uk where the grievance officer can deal with it as necessary.



2. Stage 1 Complaint's

There are many ways of receiving a complaint, the most common method is verbally. A stage 1 complaint is the early stage of when a complaint is received the other stages are

1. Stage 1- To be dealt by the grievance officer
2. Stage 2- more of a serious complaint such as when an incident occurs and has not been properly dealt within the youth club.
3. Stage 3- involves an internal review and is the most serious level of complaint, it requires a meeting of the management team called and hosted by the chairman.

Stage 1 complaints

1. When a complaint is received by a member of staff/ volunteer, it is to be record straight away in a complaint form which can be accessed by the youth workers resource pack, this is to contain the details of the complaint and as much detail as possible, so the *grievance officer* of the organisation can create a quick and effective response.
2. If the complaint is not resolved within the period of 3 weeks, it then can be processed to a level 2 complaint.

Stage 2 formal complaints

1. If a complaint has already been received but not fully resolved within the stated time limit, it can be progressed to a formal complaint. Where a formal internal investigation must take place. The chairman and grievance officer will meet with the complainant in person and obtain more information, what happened, who was involved and how it occurred.
2. Once this has occurred, a formal decision about the complaint will be made.

Stage 3 Reviews

Once a formal complaint is made but still not resolved, it is to be forwarded to a review panel made up by the board of trustees and



management team. It will be hosted by the chairman of the organisation and anyone involved with the complaint will be able to attend.

Grievance officer: Inge Schmidt

Chairman: Benjamin Checkley