

## Complaints Procedure

### 1. General Statement of Intent

- 1.1. Worth Unlimited is committed to providing a high-quality service. We acknowledge that we may not always get it right and, when this happens, would like to know what has gone wrong so that we can sort out the situation as quickly as possible and try to ensure that it does not happen again. This policy applies equally to young people whom we work with and other professionals with whom we come into contact.
- 1.2. Worth Unlimited believes that your views are important and that complaints give us valuable information about the way we provide our service and how we can improve it.
- 1.3. It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us.

### 2. Complaints Process

- 2.1 Complaints or suggestions should initially be made in writing or by email to the Branch Leader. The name of this person and their contact details will be added where this policy is displayed.

Please make sure you tell us:

- what has happened;
- when it happened;
- the background to the problem, if you think it is relevant;
- what you've done to try and sort it out (if appropriate);
- what you want us to do to put things right (if appropriate);

- 2.2 Where complaints or suggestions are made verbally, staff are encouraged to offer support in writing this down and following this process.
- 2.3 If the response you receive is not satisfactory, or your complaint is regarding one of our national staff or programmes, you can put your complaint in writing by post or e-mail to the Chair:

Worth Unlimited,  
434 Forest Road,  
London, E17 4PY

- 2.4 We will acknowledge it within a week of receipt and investigate it as quickly as possible. We may contact you for further information. The longest that we should take to investigate and respond to a complaint should be 4 weeks.
- 2.5 The Branch Leader may delegate responsibility for investigating the complaint to the line manager responsible for providing the service you are complaining about. This manager will write to you within four weeks telling you the result of this investigation. If after this process you are still not satisfied, you may write to the Chair of the Trustee Board at the above address.
- 2.6 This policy will be brought to the attention of those who use our services by:
  - 2.6.1 Ensuring it is displayed in any setting where we are directly responsible for youth work
  - 2.6.2 Referring to it's availability in all evaluation forms at training events, conferences etc
  - 2.6.3 Displaying it on our web site
- 2.7 Records of Complaints and subsequent action will be kept for at least 3 years from the date of response.

### 3. Feedback On Our Work:

- 3.1 Worth Unlimited welcomes all feedback on our work (positive and negative – see 1.3 above) as it is an important element of our learning and development:
  - 3.1.1 Feedback is welcome by any method.
  - 3.1.2 Suggestion boxes will be offered in any setting where we are directly responsible for youth work.
  - 3.1.3 User evaluation forms (or equivalent) will be used for all one-off events and periodically for ongoing programmes.

### 4 Reporting:

- 4.1 The Leadership Management Group (LMG) will collate data on complaints as needed and report to the Board.
- 4.2 The Board and LMG have a responsibility to look for patterns or trends that may indicate organisational problems and take action as necessary.

Date	Changes made
Version 1.6 31 <sup>st</sup> January 2024	References to National Director updated as agreed by the Board.
Version 1.5 9 <sup>th</sup> July 2020	References to CEO updated to National Director
Version 1.4 30 <sup>th</sup> July 2015	4 – Removal of references to Local Management Groups (no longer part of governance structure)
Version 1.3 11 <sup>th</sup> August 2014	Added timescale to 2.4 2.7 – Added paragraph about record keeping.
Version 1.2 20 <sup>th</sup> July 2012	Addition of section 4 on Reporting to LMG's and Policy Team/Board of Management.
Version 1.1 2 <sup>nd</sup> October 2008	Formatting changes. New 2.2 added – verbal complaints.

<b>Most recent review by Board of Management:</b>	24 <sup>th</sup> July 2023
<b>This policy is due for review by the Board of Management:</b>	July 2024