



Compliments & Complaints Policy

Tendring District Youth Council Compliments & Complaints Policy

Introduction

Tendring District Youth Council seeks to provide quality services and welcomes feedback, both positive and negative on the services it provides. We are constantly working to improve the services we provide and, if you believe you have not received the level of service you would expect, we ask you to tell us about it. Your complaints provide us with information not only about where things may be going wrong, but also about what you think of us.

They serve as an excellent way for us to monitor and improve the efficiency and effectiveness of all our services.

What to do if you have a complaint

All complaints should be sent in writing to the Leader of the Council. Your letter should state:

- What the complaint is about
- Member/s or volunteers involved
- When the event about which you are complaining occurred and if it is still happening
- What action/remedy would you expect to see as an outcome

What will happen when your complaint is received

- You will receive an acknowledgement within 5 working days (from the date of receipt of the complaint) advising you who is dealing with your complaint and when you may expect a fuller response
- The person responsible will investigate all aspects of your complaint, allowing others involved to make their contribution, possibly returning to you for supporting information or evidence
- A report, together with details of any action taken or recommendations for further action will be sent to you within the agreed timescale. If it is not possible to provide a full report within this time you will be advised.

What to do if you are still not satisfied

- If you are dissatisfied with the response received you may ask the Chairman of the Board to investigate further.
- The decision of the Chairman of the Board is final

Reporting compliments

Tendring District Youth Council would like to hear about any positive comments or stories. In particular, we want to know about any positive experiences you have had by being involved with the council's activities.

Adopted & Agreed by the Council on the
17 December 2007