



Yes Futures

Complaints Policy

Prepared by Yes Futures
www.yesfutures.org

November 2023

(Version 1.0)



Review

This policy was last updated by Brandon Charleston, Director of Operations, in November 2023.

This policy was reviewed and confirmed to be current and effective by Sarah Sewell, Chief Executive, in November 2023.

Signed and dated:

A handwritten signature in black ink that reads 'S. Sewell'. The signature is written in a cursive style with a large, looped 'S' at the beginning.

20/11/2023

Important Contacts

Chief Executive: Sarah Sewell (sarah@yesfutures.org / 020 8144 4393)

Chair of Trustees: Andrew Thraves



Complaints Policy

Whilst Yes Futures makes every effort to achieve high standards and meet people's expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

For very serious concerns, such as an individual's safety being placed at immediate risk, you should take such action as is appropriate. For example, by calling the emergency services.

This Complaints Policy applies to: young people, teachers/parents, partners, freelance staff, volunteers, visitors, funders, anyone else. This policy does not apply to Employees of Yes Futures, who should follow the 'Grievance Procedure' included within the Employment Policies Pack.

1. Informal Complaints

Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If the team member is unable to do this themselves, they should make a note of:

- The complainant's name and contact details, unless he/she/they is unwilling to provide these.
- The nature of the concern and anything that he/she/they wished to be done about it.
- The circumstances surrounding the complaint, including when, where, any action that was taken and the details of others who were present/involved.
- Advise the complainant that their concern will be passed to the line manager or relevant senior team member.

2. Formal Complaints

Where an individual wishes to make a formal complaint, he/she/they should be provided with the email address of the Chief Executive and/or our registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by email or post.



To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and email address. (NB. If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.)
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipt will be acknowledged within 7 working days if by email; or within 28 days if by post (due to the nature of our team working mostly remotely from our office, if you have submitted a complaint by post, we advise you inform a member of our team so we can ensure the post is checked regularly during that time period).

The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the Chief Executive will contact the complainant to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the Chair of Trustees, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

3. Wider Action

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the Charity Commission, Health & Safety Executive, other regulator, or the Police.

Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

All complaints and their resolution are shared with the Board of Trustees.



4. Malicious Complaints

We are mindful that any complaint can sometimes be malicious. Everyone involved in, or linked to, our work has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and potentially malicious allegations.

5. Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked into. Anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details. This will also allow us to clarify issues raised (if required) and report back on the outcome of the investigation.

6. Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

7. Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

8. Availability

This policy is to be made publicly available and given to anyone who advises that they wish to submit a complaint.

VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	Dec 23	Initial draft approved	3 years

1.