



# **Yeovil Town Community Sports Trust**

## **Complaints Policy**

Version 1.0

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Charity No: 1127710 Company No: 6494609

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Version	Review Date	Reviewed by
1.0	May 2017	Sara Bradley

## Key details

Policy prepared by: Sara Bradley

Approved by Board/Management on: January 2011

Policy became operational on: January 2011

Next review date: March 2018 (or in the event of any changes to legislation)

I, John Dover (Chairman) on behalf of the Directors/Trustees of YTCST, confirm that the Trust Board endorse and adhere to Yeovil Town Community Sports Trust's Complaints Policy

Signed



Print name: John Dover (Chairman – YTCST)

Date: 23<sup>rd</sup> May 2017

## **1. Introduction**

Yeovil Town Community Sports Trust strive to provide opportunities and a great experience for everyone that that we work with in the community. The Trust Manager, staff and volunteers work very hard to build positive relationships with all participants and parents/guardians/carers. However, the Trust is obliged to have procedures in place in case there are complaints by parents/guardians or carers.

The following policy sets out the procedures that the Trust follows in such cases.

## **2. Aims**

Our aim is to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints internally, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding, as it is in everyone's interest that complaints are resolved at the earliest possible stage. In all cases, we put the interests of the participant above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **3. The complaints process**

### **3.1 Informal**

- 3.1.1** If a parent/guardian/carer is concerned about anything to do with the programmes that we are providing they should, in the first instance, discuss the matter with the lead member of staff of that programme. In our experience most matters of concern can be resolved positively in this way.
- 3.1.2** If the complaint is about the conduct of another participant, and it seems that the conduct complained about amounts to bullying, then the matter will be dealt with by the lead member of staff in line with the Trust's Anti Bullying Policy (Peer to Peer). However, if the complaint relates to another participant being disruptive, then the lead member of staff concerned will investigate the matter and deal with it under the guidelines set down in the Participant Code of Conduct.
- 3.1.3** If the complaint is about a member of staff or volunteer, the complaint should initially be made to the Trust Manager in order that the situation can be clarified and resolved as quickly as possible.

### **3.2 Formal**

**3.2.1** Ultimately, we hope that all cases of complaints can be dealt with quickly and efficiently under stage 1. However, where parents/guardians/carers feel that a situation has not been resolved through contact with the lead member of staff or that the complaint is of a sufficiently serious nature, they should make an appointment to discuss it with the Trust Manager (unless the complaint is against the Trust Manager then stage 3 will apply).

**3.2.2** The Trust Manager will consider any such complaint will acknowledge the complaint and will aim to resolve the matter within 7 working days of the complaint being made. If this proves impossible, a letter will be sent explaining the reason for the delay and giving a revised target date. Each case will be investigated thoroughly and, if applicable, the Trust manager will interview witnesses and take statements from those involved. We will keep accurate written records of all meetings, telephone conversations and other documentation. Once the relevant facts have been established, the Trust Manager will give a response to the parent/guardian/carer either orally or in writing if a meeting is not possible. Any written response will include a full explanation of the decision and the reasons for it, including where appropriate, any action that the Trust itself will

take. The complainant will also be informed that, should he or she wish to take the complaint further, he or she should notify the Trust Chairman in writing within 2 weeks (name and address is available from the Trust Office.)

### **3.3 Appeal**

**3.3.1** Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Trust Chairman. This complaint must be made in writing, stating the nature of the complaint, and how the Trust has handled it so far.

**3.3.2** The Board of Directors will consider and fully investigate all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, with a third party if they so wish. This may be a relative or a friend, legal representation will not normally be appropriate. The Trust will give the complainant at least five working days' notice of the date of the meeting.

**3.3.3** After hearing all the evidence, the Board will consider their decision and inform the parent/guardian/carer about it in writing. The members of the Board will do all they can to resolve the complaint in a fair manner. The Board will make findings and recommendations and the complainant, Trust Manager and, where relevant, the person complained about will receive a copy of its findings and recommendations within five working days.

## **4 Monitoring and review**

4.1 If complaints are to contribute to raising the quality of the programmes that the Trust provides, they will be recorded and monitored regularly and reported to the Trust Board.

4.2 The Trust Manager takes into account any local or national decisions that affect the complaints process, and will make any modifications necessary to this policy. This policy is made available to all parents on our website, so that they can be properly informed about the complaints process.