



Door 84 Complaints Procedure Policy

Vision Statement:

Door 84 Youth and Community Centre (“Door 84”) is a Registered Charity (Charity Number:1203574) and operates from premises situated at 84 Lowther Street, The Groves, York, YO31 7LX (Telephone - 01904 623177; website - www.door84.org.uk).

Door 84 provides activities for children, young people, vulnerable adults and (where circumstances permit) their caregivers and families and also works with local community members and other users of its premises.

Door 84 facilitates and coordinates various activities including: open access youth and community sessions, community events, open days, residentials, day trips, which may include remote supervision, specific project work, mentoring, one to one support working and engagement with other building users.

The following definitions shall apply:

- “The Building” means 84 Lowther Street, The Groves, York, YO31 7LX.
- “Building Users” means other users of the Building.
- “Participants” means children, young people, vulnerable adults and any other user of the building or of the services offered by Door 84.
- “Worker” means anyone working on behalf of Door 84 including (but not by way of limitation) Senior Managers, members of the Management Committee of Door 84, paid staff (whether full time, part time or ad-hoc), volunteers, sessional workers, project workers, agency staff and students.

Door 84 is committed to providing a safe, stimulating, consistent and accessible service to Children, Young People and the Community. We will always aim to provide high quality provision for everyone, although we accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Centre's formal Complaints Procedure.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Committee will conduct the investigation.

Stage One

If a participant has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager.

In the first instance the person who would like to complain or the parent/caregiver of whom is encouraged to speak directly to the relevant member of staff with another member of staff, if deemed appropriate. If not, the Manager (or Senior Worker on Duty) should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, the participant or parents/caregiver of the participant should put their complaint details in writing to the Manager and or the Committee. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

If the Manager has good reason to believe that the situation has child protection or safeguarding implications, they should ensure that the Committee have been informed immediately and the Local Social Services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Centre will be sent to the participant and or the parent/caregiver concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Centre's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the participant and or parent/caregiver concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Centre's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process the participant and or parents/caregivers remain dissatisfied with the response they have received, the original complaint along with the Centre's response will be passed to the Manager and the Committee who will adjudicate the case.

The Manager will communicate a detailed response, including any actions to be taken, to both the Manager and the participant and or the parents/caregivers concerned.

We are committed to reviewing our policy and good practice and will amend this policy should legislation or reflective practice highlight the need for amendments.