

Step 2 Young People's Health Project –Complaints Procedure

The work we do for the communities we work means that many children, young people and adults engage with Step 2 Young People's Health Project every year.

Our range of programmes is very broad and are managed by a small staff team with support from our Trustees and volunteers. We recognise that, despite our best efforts, processes and training, there is always the possibility that we may, on occasion, fail to meet the high standards that we set for all our activities.

What to do if you have a complaint

We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving the quality of everything that we do.

In particular, as a young people's charity, we take safeguarding extremely seriously. If you have any concerns about the behaviour of one of Step 2 Young People's Health Project's staff, volunteers, guests or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything to do with Step 2 Young People's Health Project about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

All formal complaints are directed to our CEO to ensure they receive a high priority.

How to contact us

Often the easiest way for you to register a complaint, and for us to resolve it, is by phone. Simply call 01274 683118

You can email us at info@step2.org.uk or trustee@step2.org.uk

You can also write to us at

Liz Robinson
CEO
Step 2 Young People's Health Project
102 Tong Street.
Bradford
BD4 6HD

Or to
Pippa Jones
Chair of Trustees
c/o 102 Tong Street.
Bradford
BD4 6HD

What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of Step 2 Young People's Health Project, , its staff or volunteers.

What if our response does not satisfy you?

You have recourse to the online complaint form at the Charity Commission www.charitycommission.gov.uk