



Copenhagen Youth Project

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Complaints Procedure

Copenhagen Youth Project (CYP) aims to provide high quality services which meet your needs. We believe we achieve this most of the time. If we are not getting it right please let us know. In order to ensure CYP's services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with CYP.

A. Introduction

The formal complaints procedure process divides into two stages. The first of these provides an opportunity for a local resolution of any problems that may arise, and it is CYP's aim that most complaints will be resolved at this stage. Where the complaint cannot be resolved to the complainant's satisfaction, the second stage of the process involves an investigation by the Management Committee. The standard definition of a complaint is: "any expression of dissatisfaction that needs a response".

B. Complaints Procedure

If a volunteer, young person, parent, or member of the public has a complaint against a member of staff, a volunteer, or the organisation in general they should first discuss this with the Project Director. A note of the meeting and any action agreed should be written, signed by all parties, and kept in a secure place (office locked filing cabinet) and a copy given to the complainant. If the Project Director is the person whom the complaint is against then the matter should be referred to the Company Secretary.

Stage One – Local Resolution of Complaints

If the complaint is not resolved at the time at which it is made, then, except for minor issues, the Chairman of the Management Committee should be informed. Every effort should be made to respond to the complaint within 5 working days. In any



event, a letter of acknowledgement or other response (orally or by phone) shall be sent out to the complainant within 5 working days.

The Project Director should review the complaints file regularly and take the lead in advising staff in relation to handling of complaints. The Project Director or Company Secretary should always ensure that members of staff are made aware of complaints made about them or their actions.

Every effort should be made to resolve the complaint or representation as speedily as possible and to the complainant's satisfaction, within 15 working days.

The response to the complainant, whether verbal or written should be recorded, however briefly, and the Project Director or Company Secretary should also be informed to allow monitoring of the complaints' process.

The response to the complainant should advise them that, if they remain dissatisfied, they can ask for their complaint to be investigated by the Management Committee. A time limit of 15 working days should be suggested for them to request this, after which it will be assumed that they are satisfied with the outcome of the investigation.

Stage 2: Management Committee Investigation

If the complainant is unhappy with the outcome of the Stage One response, then the Project Director and Chairman can decide to carry out a Management Committee investigation. This will only be done in exceptional circumstances, as the Project Director will endeavour to resolve the complaint in Stage One.

The Chairman will meet with the complainant in person and obtain the full details. This information will be made available to all members of the Management Committee.

A meeting of the Management Committee will be arranged, and the complainant will have an opportunity to put their case. The Management Committee will also allow submissions from other parties, such as members of staff, should this be appropriate.

The Management Committee will, after hearing all the facts, decide whether to uphold the complaint or not. The complainant will be notified in writing of the decision within 21 days of the meeting.