

Manchester Youth Zone Complaints Policy

Policy Statement

We want to receive general feedback on all of our services. There will be lots of occasions when members and parents can give the staff valuable feedback or comments on our services. However, a complaint is more serious.

The key difference between a comment and a complaint is that should anyone make a complaint they will expect Manchester Youth Zone to do something about it and not just listen. If you as a parent/carer of a member are unhappy with any aspect of the service you receive at Manchester Youth Zone, we want to hear about it as soon as possible.

We have an obligation to everyone who uses Manchester Youth Zone. If anything goes wrong, we want to know about it and put it right as soon as possible. Any member or a parent/carer should complain if they are unhappy with any aspect with the service they receive at Manchester Youth Zone.

How Manchester Youth Zone will respond to a complaint:

1. A member of staff will listen and take notes of what you are saying. This will be a confidential discussion and will always take place in private.
2. We will take your complaint seriously and respond to it quickly and fairly.
3. All complaints will be treated in the strictest of confidence and information passed on to others on a strictly 'need to know' basis.
4. Where appropriate we will help you with a complaint e.g. a member of staff will help you to record the complaint, and give you a copy of what has been recorded.

Staff Issues

If a member of staff is the subject of the complaint they will be informed as soon as possible. Before being interviewed they will be given a written copy of the complaint. This is what we will do if you make a complaint:

1. All complaints will be acknowledged in writing.
2. We will inform you of the timescales, what will happen next etc.
3. Manchester Youth Zone will investigate your complaint and let you know in writing, what we think and what our recommendations are.
4. The General Manager/CEO will carry out the investigation.

Appeals

If you are unhappy with the decision, you have a right of appeal to:

Tracy Sparkes, Manchester Youth Zone, 931 Rochdale Road, Harpurhey, Manchester, M9 8AE.