

# Complaints & Discipline Policy and Procedure

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## Document Details

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**Keeping Young People Safe from Harm, Abuse and Neglect**

# Complaints Policy and Procedure

## Policy Statement

BYSAP promises the public that it will pursue actively any complaints received in connection with its services, staff conduct or organised activities. This procedure sets out what will be done to make sure this happens.

Employees will take responsibility to own “problems” and deal with them through the complaints procedure. An important test of customer service is that whoever the customer happens to speak/or write to first must ensure that they are sympathetic and listen to the customers concerns with the aim of resolving the complaint at this first opportunity. Dealing with complaints is the responsibility of everyone. Staff will be trained, where appropriate, in customer service skills and behaviours. This is to make sure the approach to customer service is consistent, of a high standard, and at all times is addressed with a “customer first” ethos.

## Aims of the Policy/Procedure

To enable all employees to understand the importance of a speedy and effective response to a complaint from customers.

To ensure a consistent approach to all complaints.

To help identify recurring problem areas so that improvements can be made.

## Responsibility

The Management Committee is responsible for the development and monitoring of this policy and making sure all employees know and understand their responsibilities. He/she will also make sure that complaints are recorded, monitored and satisfactorily resolved and reported.

## Definition

A complaint is any expression of dissatisfaction with a service or the organisation or its employees that needs a response.

## Procedures

All complaints are logged and recorded by the employee who receives the complaint. This will show the following:

- Date and time of complaint
- Name of staff member completing the record
- Short description of complaint
- Action taken
- Outcomes
- Complaints can be received by:
  - Letter
  - Email
  - Telephone
  - Face to face

The individual who logs the complaint is responsible for informing the Leader this has happened and making sure the information is accurate and logged as soon as possible.

This recording is vital in making sure the customer is not repeatedly asked for information again, should the complaint be escalated.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the customer.

**Timescales** The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via letter/email within 5 working days of receipt. Complainants will be advised in this communication of the complaints procedure and details of who they can speak to about it. This will be supplied at all stages.

## **Procedures**

There are three stages to the complaints procedures:

### **Stage 1 Resolve at the first point of contact**

All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that the majority of complaints will be resolved at this stage.

If the customer decides they are not satisfied, or the member of staff is unable to resolve the issue, then the complaint moves to Stage Two.

### **Stage 2 Line Manager**

It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the customer at this stage. The complaint will be reviewed by a Line Manager who will investigate and respond to the customer within 10 working days.

If the customer is not satisfied they have the right for their complaint to be dealt with by the chairman of the management committee.

### **Stage 3 Escalated Complaints to Management Committee**

Complaints at this stage are considered to be very serious. The complaint is passed to the chairman of the Management Committee to deal with. He/she will investigate the complaint and after gathering all evidence will give an appropriate written response to the complainant within 5 working days. If this is not possible the customer will be kept updated regularly on progress whilst the complaint is being investigated.

It is the intention that all complaints will be resolved at this point.

### **Complaints about the Leader in Charge**

If the complaint is about the Leader in Charge, customers will be invited to complain to the Chair of the Management Committee. In these instances it is the responsibility of the management committee to resolve the issue. A representative from the committee will send the customer a full written response within two days of its meeting.

# **Discipline Policy**

## **Behaviour that warrants a verbal warning**

- Rudeness, swearing at or disrespecting leaders or other group members
- Taunting other club members or making someone feel unwelcome
- Failure to act upon a leader's instructions
- Behaviour that could lead to some one getting hurt or cause damage to the building, property or equipment
- Any leader can give verbal warnings but inform the senior leader in charge that you have done so. Whenever possible take person aside to give them their warnings and ask another leader to be present. Do not allow other young people to get into debate with you.

## **1st verbal warning**

Point out what they were doing wrong and ask them to stop.

## **2nd verbal warning**

State "You have already been asked not to do that so this is an official warning. If you do that again you will be asked to leave." Ask for an apology and an undertaking that it won't happen again.

## **If misbehaviour persists**

Advise they will now be asked to leave. Arrange for someone to cover your domain area, and then escort the young person to the senior leader who will initiate the ejection process by ringing the parents to advise them of the circumstances and request that they collect their child or give permission for them to leave by themselves.

Before departing the senior leader will advise the young person whether they will be allowed to return the following week if they are willing to apologise to those concerned and comply with club rules, or whether a longer period of suspension might be deemed necessary. Two leaders will then escort the young person from the building, or transfer them to their parents on arrival.

On subsequent return the senior leader, plus one other leader, should meet with the young person to hear their apology and clarify the club rules and expected behaviour. Those involved regarding the previous misbehaviour should endeavour to touch base with the young person and be clear about the behaviour they expect in future. Further apologies to particular leaders or other members may be appropriate.

## **Serious misbehaviour that warrants suspension or exclusion (and calling Police if appropriate):**

- Physical aggression/ fighting
- Intimidating or threatening behaviour
- Bullying
- Racism
- Stealing
- Wilful damage
- Perceived to be under the influence of or in possession of alcohol or drugs
- Possession of anything that can be used as a weapon

For such offences no warnings are necessary. For any ejection of a member, an appropriate suspension period or exclusion must be decided. By the end of the meeting, the senior leader will review the incident with the leadership team and decide the outcome making due allowance for contrition and past behaviour of the member. The senior leader shall then write to the family describing the incident and the consequences for the member.

### **Recording warnings**

All warnings are to be recorded in the Registration File in the designated section.

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## Policy Revision History

Version No	Reason for Modifications	Date
1.0	Initial Policy	