



Complaints and Grievance Procedure

For Service Users and Third Party

Introduction

Yada recognises that from time to time service users/third parties may wish to have the organisation address problems and concerns about the service they have received or the contact they have made with Yada. This policy is in place so that grievances can be dealt with quickly before they become major problems. If you have a complaint or grievance you are invited to discuss it informally with a senior member of staff. Where resolution is impossible via the informal stage, the grievance will be handled under the official procedure.

If it is considered appropriate by the line manager the process may jump to stage two.

Yada reserves the right to decline referring a grievance to the procedure if it is a concern that repeats a matter already considered by the procedure, or a situation in which the grievance procedure is considered inappropriate. We may also adapt the procedure to suit particular situations; in this case the service user/third party will be informed of any proposed change.

Policy:

Stage one

- The service user/third party must inform a senior member of staff in writing of the specific grievance. Where the grievance is against the immediate staff member then the grievance should be put in writing to the next level of management (this may be The Chair of the Board).
- A meeting will then take place between the manager and the service user/third party to discuss the grievance. Every effort will be made to ensure this meeting takes place within three days.
- At this meeting the service user/third party may be accompanied by a person for support, but they must be separate from the grievance .
- Following the meeting a written statement of the decision of the line manager will be given to the service user/third party. Every effort will be made to ensure that this decision is given to them within five Yada working days.

Stage two

- If the service user/third party is unsatisfied with the outcome of the initial meeting, they are entitled to make an appeal.



- The service user/third party must put the grievance in writing and explain the reasons for appeal.
- The Board of Trustees will then arrange for two members of the Board to attend a meeting where the grievance can be discussed. Every effort will be made to deal with the matter within five Yada working days.
- At the meeting the service user/third party may bring a person for support, but they must be separate from the grievance.
- After the meeting the members of the Board of Trustees will provide the service user/third party with the written decision. Where possible the decision will be given within ten Yada working days. The decision will be final.

Stage 3

If the matter is not resolved to your satisfaction, you should put your grievance in writing to the Chair of Board of Trustees. You will receive a reply within seven Yada working days and a meeting will be arranged. The constitution of the meeting will be as in Stage 2 except that the director or an authorised deputy will replace the senior manager. The Board of Trustees will give a decision within five working days of the meeting. This decision will be final.

Investigations

The organisation is committed to ensuring that all grievances are investigated fully. This may involve carrying out interviews with the service user/third party concerned and third parties such as witnesses, colleagues and managers, as well as analysing written records and information. The investigation report will be made available to all the parties concerned. The identity of witnesses will be kept confidential where necessary.

Complaint to Charity Commission

Complaints can be made to the charity commission if it is felt that Yada are:

- Not doing what it claims to do
- Losing lots of money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity

A link to this can be found here:

<http://forms.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity/raising-concerns-about-a-charity/>

Notes

1. You may raise a complaint directly with a senior manager if it:



- a. concerns a less senior manager
 - b. is of too personal or sensitive a nature to raise with your immediate manager.
2. Complaints concerning discrimination, bullying or harassment by any member of staff or volunteer may be raised directly with a senior manager. This may be done informally or formally, i.e. at Stage 2 of the procedure.

Note

There is a separate procedure for complaints concerning discrimination, bullying or harassment.

3. If your complaint concerns an alleged wrongdoing or criminal offence by someone within the organisation, you should raise it immediately with a Trustee i.e. at Stage 3 of the procedure. See the Public Interest Disclosure Act 1998 (known as the Whistle-blowers' Act) for details of the additional protection available for protected disclosures.