

**Complaints procedure**

Complain about a service CWVYS has provided – our policy and procedure

1. **Statement of intent**

CWVYS is committed to providing a quality service to its membership organisations in our collective work with young people in Wales. Our aim is to work in an open and accountable way that builds trust and respect with all our stakeholders.

CWVYS is committed to giving you the best service we can but there may be a time you need to complain about the service or work we do.

1. **Scope of this policy**

This complaints procedure is for stakeholders who have used CWVYS’ services and aren’t happy, or for stakeholders who feel they haven’t received a service that we said we would provide.

1. **Other complaints**
   1. Staff and volunteers working for CWVYS directly

If you are a member of CWVYS staff or a volunteer and want to make a complaint please use the internal grievance procedure or, as appropriate, the whistleblowing policy, both of which are to be found in the Staff Handbook.

* 1. CWVYS organisational members

If as a stakeholder of an organisational member of CWVYS and you wish to complain about a qualifying disclosure i.e., where a disclosure of information that the stakeholder genuinely and reasonably believes is in the public interest and shows that that charity has committed a ‘relevant failure’ by:

* committing a criminal offence
* failing to comply with a legal obligation
* a miscarriage of justice
* endangering the health and safety of an individual
* environmental damage or
* concealing any information relating to the above.

The stakeholder should contact in writing the relevant Chief Executive or equivalent of that charity.

1. **Definition of complaint**

CWVYS defines a complaint as ‘any expression of dissatisfaction (with CWVYS’ work, with a member of staff or with a CWVYS Trustee)

1. **Formal Complaints Procedure**
   1. Stage 1

The complainant should write to the CWVYS Chief Executive outlining the details of your complaint, the consequences for you and the remedy you are seeking within 8 weeks of the issue arising. The Chief Executive will respond within 10 working days in response to your complaint.

* 1. Stage 2

If you are unhappy with the initial response to the complaint you can write to the Chair of the Board and ask for your complaint and the response to be reviewed. You can expect the Chair to acknowledge your request within 4 working days of receipt with the name of the Trustee who will be reviewing the complaint and a response from that Trustee within 15 working days.

The aim will be to resolve matters as quickly as possible. However, some issues may be more complex and therefore require longer to be investigated. Therefore, timescales for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom.

* 1. Final stage

If you are not satisfied with the reply from the nominated Trustee, then you have the option of writing to the Chair of CWVYS Board of Trustees stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the nominated Trustee.

The Chair will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint and when you can expect to hear the outcome of the investigation. The Chair’s response will be the final stage of the procedure.

1. **Confidentiality**

Every attempt will be made to ensure that both the complainant and CWVYS maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

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