

COMPLAINTS POLICY

1. MAKING YOUR VIEWS KNOWN

We attach a great deal of importance to listening to our customers' and participants' views on the service they receive from the Young Camden Foundation.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Young Camden Foundation that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Should you feel unhappy about any aspect of your engagement with the Young Camden Foundation, please talk to your normal contact person in the first instance, or ask to speak to their line manager, as they should be able to resolve the issue for you. If this does not achieve the desired result a written complaint should be emailed to the Chair of Trustees.

All complaints will be dealt with fairly and in confidence. We will respond to any emails as promptly as possible, and will always aim to respond within seven days.

We're committed to continual improvement in everything we do, so we hope you will feel free to make your views known to us.

Should the complaint in anyway relate to a safeguarding concern it should be reported immediately to the CEO and the Trustee with responsibility for Safety and Safeguarding.

www.youngcamdenfoundation.org.uk details who is currently filling the roles mentioned above.