

Complaints Procedure (Young Person's Guide)

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Introduction

We're here to make things right when they don't go as planned. We want you to know how to reach out to us and what to expect. Your views are important to us, and we want to make sure we're delivering the best services we can.

Who can reach out?

Absolutely anyone can. If something's on your mind, we're here to listen. You can talk to us directly, or if you'd prefer, someone else can do it for you. It could be a family member, a friend, or anyone you trust. But if you're going with someone else, we'll need your say-so (consent) to chat with them. You could send us an email just confirming who you are and giving us the go ahead.

What is a complaint?

For us, it's when something didn't go the way you expected. It could be that we messed up, missed something, didn't do what we should have, or weren't very nice about it.

How to reach out

We like to sort things out quickly, so if you can, talk to someone right away. It's easier for us to fix things when we hear about them quickly. But if you want to make it official, you can send us an email. Just tell us:

- Your full name (or however you'd like us to know you).
- What didn't go right.
- When it happened and who was involved.
- What you think we should do to make things better.

This information helps us see the problem and figure out what to do next. Send your thoughts to complaints@lgbtyouth.org.uk.

Keeping it confidential

Every "complaint" matters, even if you don't want to tell us who you are. If you'd rather not share your details, we'll still take it seriously.

A Leadership Team (LT) member will decide what to do next based on the information you give. If we have enough information to look into the complaint then we'll take action and

record the outcome. If we don't have enough information and we can't reach you for further information then we may not be able to finish the investigation. The LT member will make a decision as to what the Charity can do. So it's really important you give us as much information as you can.

How long do I have to make a complaint?

Normally, it's best to let us know within six months of when something happened or within 12 months of finding out there's a problem. But if there's a good reason, we might still take a look, even if more time has gone by.

What happens next?

As soon as we get your "complaint," we'll drop you a line to say we've got it and we'll pass your "complaint" to the right person here, and we'll tell you who that is.

We like to deal with "complaints" in two steps:

Stage one – let's sort it out fast

We'll try to make things right as quickly as we can, usually within five working days. If we need to do a bit of digging before we can fix it, we'll tell you why. If it's taking longer than usual, we'll keep you in the loop.

Stage two – the deeper dive

Some "complaints" need more time and attention, like the tricky ones or ones we couldn't fix in step one. If we're moving to step two, we'll:

- Say we got your "complaint" within three working days.
- Maybe chat with you to make sure we understand what's still bothering you and what you hope we can do.
- Get you a full response within 20 working days, unless we really, really need more time, and we'll explain why.

Not happy with the answer?

If you're still not feeling great about how things went, you can give it another shot. Email us at complaints@lgbtyouth.org.uk within five working days of hearing our answer, and we'll

ask someone higher up to take a look. They'll write back within 20 days to let you know what's what. We're committed to making things right.