

Introduction to EveryYouth’s Complaints Procedure

1. EveryYouth is a member of the Fundraising Regulator and we follow their [Code of Fundraising Practise](#).
2. We treat all complaints seriously and aim to handle them sensitively and professionally in line with [The Fundraising Regulator’s Complaints Handling Guidance](#).
3. We are committed to providing high quality support and value feedback from the people we support, our backers and partners. If something goes wrong, we want to hear about it so we can put it right and improve our work.
4. Complaints will be acknowledged within three working days, and we aim to resolve them within 14 working days.
5. The member of the team receiving the complaint should take responsibility for the complaint in the first instance. This will involve completing the Complaints Form.

Definitions

1. Complaint – is any expression of dissatisfaction about our services, staff, volunteers, fundraising activities or how we operate.

Complaints Procedure

1. You can contact us by email (info@everyyouth.org.uk), or the relevant email address of the person you wish to complain to, or via post.
2. The person receiving the complaint should complete a Complaints Form, which will ask for details such as your contact details, a description of your complaint and any relevant information. The form will be uploaded to EveryYouth’s database and the relevant person notified.

Complaints about or complaints from	Refer to
Fundraising	Director of Fundraising and Operations
Communications	Director of Fundraising and Operations
Programmes (our work)	CEO
(from) a young person we have supported	CEO
(from) an EveryYouth delivery partner	CEO
(from/about) Volunteers	Director of Fundraising and Operations

3. The complaint will be resolved by the relevant team member and the outcome recorded on EveryYouth’s database. EveryYouth’s CEO will be made aware of all complaints and they will be logged on EveryYouth’s Complaints Register.
4. The response should factor in, where relevant, the following taken from The Fundraising Regulator’s Complaints Handling Guidance: “Organisations should provide clear, evidence-based reasons for their decisions and ensure those decisions are proportionate, appropriate and fair. This means:
 - Responding openly to all of the substantive points raised by a complainant and explaining why the organisation considers those points are justified or not.
 - When responding to complaints, organisations should be respectful and acknowledge the experience of the complainant, whether the complaint is justified or not.

EveryYouth is a registered charity in England and Wales (1201811) and is a registered company (14101070)

- Organisations should take responsibility for the actions of their staff and those acting on behalf of the organisation.
 - When responding to a complaint, organisations should acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
 - This should also include telling the complainant about the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.”
5. In the unlikely event a complaint is not resolved, the CEO will reply to the complainant.
 6. If the complaint is still unresolved, the complainant will be directed to an appropriate trustee e.g. a designated lead, or authority e.g. the Charity Commission or Fundraising Regulator.

Management reporting and learning from complaints

We review complaints in EveryYouth’s leadership team meeting on a quarterly basis.

We provide a report on complaints to the Trustees on an annual basis.

We provide information on our complaints in our annual report and accounts as required by the Charities (Protection and Social Investments) Act 2016.

Anonymous Complaints

We accept anonymous complaints, although it may limit our ability to respond.

Safeguarding and Serious Concerns

Some complaints may fall under Safeguarding Concerns and will be handled under EveryYouth’s Safeguarding Procedures.