

COMPLAINTS POLICY AND PROCEDURE

This Policy links to the following Flying Futures CIC Strategic Priorities:

- Priority 1:** Flying Futures CIC has built a reputation as the best National Citizenship Service Local Delivery Partner in the country and is the partner of choice due to our high quality, professional, innovative, young person centred culture.
- Priority 2:** Enhanced recognition (across the region and nationally) to make sure we are in the best position to impact and influence of Flying Futures CIC is extended to more geographies, initiatives and sectors which hold the highest potential for social impact.
- Priority 3:** Flying Futures CIC is recognised as a flagship Youth Led organisation that gives more opportunities for young people to have a say in the social impact they make and empowers them to undertake this.
- Priority 4:** Flying Futures CIC is a leading professional organisation in the youth and social impact sector and is rated as one of the best employers in the sector by employing and developing highly competent motivated workforce, robust infrastructure and support systems while maintaining adequate funds

Approval and Review	Details
Approval Authority	Board
Advisory Individual or Committee to Approval Authority	Sarah Keenan, Assistant Director
Next Review Date	January 2019

Approval and Amendment History	Details
Original Approval Authority and Date	Board approved 26.01.17
Amendment Authority and Date	

COMPLAINTS POLICY AND PROCEDURE

1 PURPOSE

- 1.1 Flying Futures CIC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

2 SCOPE

- 2.1 This policy applies to:
- Direct employees of Flying Futures CIC,
 - Employees (engaged through, or by, an employment agency or supplied to Flying Futures CIC on a temporary basis)
 - Volunteers
 - Apprentices
 - All job applicants regarding recruitment.
 - Flying Futures CIC service users
- 2.2 Where Flying Futures CIC's services are provided by external contractors or third parties on the basis of a specification set by Flying Futures CIC, these contractors or third parties are responsible for adhering to Flying Futures CIC's Complaints Policy whilst providing services on behalf of Flying Futures CIC.

3 EFFECTIVE DATE

- 3.1 This policy is effective from 1st January 2017.

4 LEGISLATIVE AUTHORITY

- 4.1 This policy draws on ACAS guidance.

5 POLICY STATEMENT

- 5.1 Flying Futures CIC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.
- 5.2 Our policy is:
- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
 - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
 - To make sure everyone at Flying Futures CIC knows what to do if a complaint is received.
 - To make sure all complaints are investigated fairly and in a timely way.
 - To make sure that complaints are, wherever possible, resolved and that

relationships are repaired.

- To gather information which helps us to improve what we do.

- 5.3 A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Flying Futures.
- 5.4 Complaints may come from any person or organisation that has a legitimate interest in Flying Futures.
- 5.5 A complaint can be received verbally, by phone, by email or in writing.
- 5.6 This policy does not cover complaints from staff, which should use Flying Futures CIC's Discipline and Grievance policies.

6 RESPONSIBILITIES

6.1 Compliance, Monitoring and Review

- 6.1.1 Overall responsibility for this policy and its implementation lies with the Board.
- 6.1.2 All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

6.2 Records Management

- 6.2.1 The Assistant Director has the responsibility for ensuring the maintenance, regular review and updating of this policy. Proposed changes to the policy will go to Board for approval.
- 6.2.2 All records relevant to this document are to be maintained in Flying Futures CIC recognised recordkeeping system.

7 DEFINITIONS

8 RELATED LEGISLATION AND DOCUMENTS

- 8.1 This policy draws on ACAS guidance.
- Disciplinary and capability procedure
 - Learning and Development policy
 - Supervision and and Appraisal policy

9 REVIEW CYCLE

- 9.1 This policy is reviewed and updated every three years.

Flying Futures Complaints Procedure

Publicised Contact Details for Complaints:

Written complaints may be sent to the Chief Operating Officer, Shaun Ireland at Flying Futures CIC, The Croft Business Park, Kirk Deighton, Wetherby, LS22 5HG or by emailing shaun.ireland@flyingfutures.org.

Verbal complaints may be made by phone to 01937 586088 or in person to any member of Flying Futures CIC staff or volunteers at The Croft Business Park, Kirk Deighton, Wetherby, LS22 5HG or at any of our events or activities.

Receiving Complaints:

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to Flying Futures CIC (for example: client, member)
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Practical Guidance for Handling Complaints

Stage One

In many cases, the person responsible for the issue being complained about best resolves a complaint. If that person has received the complaint, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Chief Operating Officer within one week.

On receiving the complaint, it is recorded in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

The person handling the complaint within a week should acknowledge complaints. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Assistant Director for Transformation, Growth and Compliance, Sarah Keenan.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within [four weeks]. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends, which may indicate a need to take further action.

Practical Guidance for Handling Verbal Complaints

Sally Drinkwater: December 16 Version 1.1

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry Show an interest in what is being said
Obtain details about the complaint before any personal details
Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation
e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise.
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure that the person understands what they have been told.
- Wherever appropriate, inform the person about the available avenues of review or appeal.