JEP YOUTH ENGAGEMENT

COMPLAINTS AND COMPLIMENTS POLICY

Policy written by: Jason Whittaker
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COMPLAINTS AND COMPLIMENTS POLICY

The management staff at JEP Youth Engagement are committed to providing our customers with the best service that we can. Should a client wish to make a compliment or complaint, they should be asked to follow this procedure.

If you have a compliment, suggestion, complaint, or concern about the service of the company, or any member of staff working in this company, please let us know.

Positive feedback regarding staff or services is important as this demonstrates that JEP Youth Engagement is adopting the right approach to its work and that our staff are representing us in the most appropriate ways.

Compliments are to be logged onto the JEP Youth Engagement system, and if suitable, these will be posted on all JEP Youth Engagement Social Media Platforms to highlight positive feedback of the work the company offers and the hard work its employees put in, along with posting these on the JEP Youth Engagement website, jepyouthengagement.com, in the testimonials area.

JEP Youth Engagement prides itself on offering services that meet the needs of its service users/customers and any suggestions that may improve the service will also be most welcome.

Please contact info@jepyouthengagement.com to make us aware of your comment and suggestions.

We hope that if a problem arises, it can be resolved easily and quickly and hopefully at the time it presents itself with the person concerned. However, if your concerns cannot be addressed through this process, an initial complaint may be made verbally or in writing. In this case, please contact the appropriate Head of provision to make us aware of your comments or complaint.

- Head of Secondary/ Post 16
- Head of Primary
- Care and MY Future Programme manager

(details can be found on the website)

This will be noted, and the information passed on to the most appropriate director within 24 hours.

Under normal circumstances, this will be the Director with responsibility for:

- The service area you may wish to complain about; or
- The staff member you are seeking to complain about

The appropriate Head of Provision will be expected to contact you within three working days to discuss the points you wish to raise, and they will endeavour to resolve the matter. If this is not possible you will be invited to put your complaint in writing to the following email address: info@jepyouthengagement.com

WHAT HAPPENS NEXT

A Senior Leader will be allocated the responsibility for responding to your complaint and will acknowledge receipt in writing within three working days where reasonably practical.

The complaint will be investigated, and we aim to:

- Find out what the incident entailed
- Make sure you receive an apology where it is appropriate
- Identify what we can do to ensure that this does not happen again

Within ten working days of the written complaint being received, or as soon as reasonably practical, the complainant will be given a written summary of the investigation and its conclusion. We wish to resolve matters of concern in a timely fashion and would ask that wherever possible, you endeavour to respond to us within the same timelines that we have set for ourselves in addressing the complaint.

We treat all complaints with the strictest confidentiality. If you are complaining on someone else's behalf, we will need proof that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (due to illness or condition) of providing this.

We hope that if you have a problem, you will use our complaints procedure. We believe this will give us the best chance of resolving the situation and an opportunity to make improvements.

If you feel you cannot raise your complaint with the appropriate Head of Provision or are dissatisfied with the result of our investigation, you may wish to appeal in writing to the Non-Executive Director adam.bailey@jepyouthengagement.com highlighting the specifics of the appeal, or by writing to the address below:

Non-Executive Director of JEP Youth Engagement
JEP Youth Engagement
1 Merchants Place
River Street
Bolton
BL2 1BX

Please note that complaints are time bound, and any complaint received later than 12 months after the date of the incident or issue that you wish to draw our attention to will not be considered.