Complaints and Appeals Policy and Procedure

Young Citizens is committed to delivering high quality programmes and services at all times. We are committed to fundraising best practice and we comply with the Code of Fundraising Practice guidelines in all our fundraising activities.

Our range of programmes is very broad and, to keep costs as low as possible, they are managed by a small office team with support from volunteers. Because of the scale of our activities, we recognise that in spite of our best efforts, processes and training, there is always the possibility that we may, on occasion, fail to meet the high standards that we set for all our activities.
We treat everyone with whom we work with respect and our staff expect the same in return. We do not tolerate violence or verbal abuse.

Our approach to complaints
We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving our service standards and the quality of everything that we do. In particular, as a charity concerned with children and young people, we take safeguarding extremely seriously. If you have any concerns about the behaviour of one of Young Citizens’ staff, volunteers, guests or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything to do with Young Citizens about which you feel you need to complain, please tell us as soon as possible. Once you inform us about a problem, we can then begin to resolve it for you and take action to ensure it doesn’t happen again.

How to make a complaint:
Our complaints process has three stages.

Stage 1:
You can phone, write or email your complaint to:
  o Young Citizens, 37 Heneage Street, London E1 5LJ.
  o Phone: +44 (0)20 7566 4141
  o Email: info@youngcitizens.org or to a direct email address of individuals concerned at Young Citizens.

You can make your complaint in whatever form is most convenient to you.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service or fundraising issue. Please also give the name of the individuals or department involved and why you felt the service we offered or behaviour you experienced did not meet your expectations.

Stage 2:
Whoever takes your complaint will acknowledge its receipt and either attempt to resolve the issue for you, or pass your complaint to the appropriate person at Young Citizens for action.
If your complaint cannot be resolved by the person(s) initially dealing with it, it will be directed to the relevant senior member of staff at Young Citizens.

**Stage 3:**
It is our intention to respond to complaints within twenty-eight working days. If a full response cannot be given within twenty-eight working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity. Making a complaint will not affect in any way the level of service you receive from us. We will ask you to acknowledge receipt of any official responses to your complaint.

**What to do if you are still unhappy**
If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the CEO of Young Citizens. The CEO can be reached at our official address: 37 Heneage Street, London, E1 5LJ.