

COMPLAINTS POLICY

Y.D.A. welcome suggestions for improving work and maintaining standards.

Staff, parents and young members should feel free to make a complaint and feel that it will be dealt with promptly and satisfactorily.

Reporting a Complaint

- Every effort will be made to resolve a concern informally through discussion with Managers and youth workers.
- However if a formal complaint is to be made this should be put in writing and given or sent to one of the Managers.
- If this does not lead to a satisfactory conclusion then a written complaint should be sent to the Chairman of Trustees who will carry out a full investigation and respond in writing.

Acknowledgement of Complaint

- Any complaint should be acknowledged within 10 days.
- A full response should be given within 28 days.

Contact Details

Youth Team Manager: Mary Fallon marytfallon@btinternet.com

Home Communications Manager: Jade Costello
jadelcostello@yahoo.co.uk

Chairman of Trustees: Michael Quinlan
Michael.Quinlan@hearingloss.org.uk

(Addresses available on request)

This policy was adopted at the Trustees meeting on:-----

On behalf of the Trustees and Management -----

This policy will be reviewed annually by Trustees