



Purbeck Youth & Community Foundation (PYCF) COMPLIMENTS & COMPLAINTS PROCEDURE

PYCF aims to provide its members, team, organisations and individuals with the best possible service. We are always pleased to receive compliments to reinforce what we tell us we do well. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. At times an immediate discussion can resolve matters.

Your continued support and goodwill is greatly valued by us and therefore if you still have a complaint to make, we would like you to tell us about it. An appropriate form is provided for this purpose.

The complaint should be made in writing or via our complaints form to the PYCF youth and community Manager at our office address:

Manager PYCF Wareham Youth and Community Centre Worgret RD Wareham Dorset BH20 4PH

To request a complaints form please send an email to:

office@pycf.org.uk

We will acknowledge in writing within 14 days the receipt of any complaint.

We shall – in consultation with other relevant parties – undertake investigations of the circumstances leading to the complaint.

We shall communicate the results of the investigation to the complainant within a reasonable time – normally 21 days.

If dissatisfied with the results of the inquiry there is a right of appeal. Three Trustees would explore the matter further and share their findings with the rest of the Board.

Should the complaint involve the whole Trustee board it may also be necessary to have an independent element involved.

Where appropriate, PYCF shall make a written apology (signed by the Chair of the Board of Trustees) to the complainant. The decision of the Board of Trustees will be final.

The Board of Trustees shall be regularly informed by the Youth and Community Manger who shall ensure admin keep a record of the number and nature of any compliments, complaints and the outcome.

Approved by board : 1 /11/2016 signed by Chair T LEWIS Date 1 Nov 2016
14/3/2023 Date to be reviewed 14/3/2025

PYCF COMPLAINTS FORM

Name Title Forename Surname

Address

Daytime Phone Mobile Phone

Email address

How would you like us to contact you? Email Telephone Letter

Nature of the Complaint

Desired outcomes

Date