

YCSA Complaints policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving YCSA's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

This policy applies to YCSA and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK for anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by YCSA or its staff and associated personnel¹. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel

A complaint has to be about some action for which YCSA is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about YCSA's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from an YCSA service e.g. a campaign newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

¹ Contractors, suppliers, volunteers etc.

Procedures for making a complaint

It is hoped that most complaints or concerns about YCSA's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

YCSA will allocate a staff member not involved in the complaint to assist a service user to write the complaint if this is required by the service user.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who is not covered by this policy?

Complaints by staff are governed by YCSA's procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

How to make a complaint

Write to:

Fariha Thomas

YCSA Manager

48 Darnley Street

Glasgow G41 2SE

farihathomas@yca.org.uk

or phone 0141 420 6600

With thanks to Oxfam GB

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