

**Cornerhouse (Yorkshire)**

**Young Person Friendly Complaints Procedure**

**1.****Introduction**

We are always looking for ways to improve the services we offer to you. You have a right to make a complaint if you are not happy with services you received any of the services provided by Cornerhouse (Yorkshire). You can also tell us if there are things you think we have helped you with so we can make sure other young people can benefit from this. Whenever you get in touch with us in this way the manager of Cornerhouse will write to you to tell you why we have taken these steps.

 **2.****Who Can Complain?**

Any child or young person who has received a service from Cornerhouse.

 **3.****How Do I Make a Complaint?**

The manager is there to explain to you what will happen with your complaint. You can contact them by:

* **Call**: 01482 327044
* **E-mail**: manager@wearecornerhouse.org

We can also help you get in touch with an [**Advocate**](http://trixresources.proceduresonline.com/nat_key/keywords/advocate.html). An Advocate is someone who can say the things you want to say, for you. They make sure you are listened to and that you are involved in decisions being made about your life

 **4.****Complaints Made on Behalf of a Child or Young Person**

An adult can make a complaint on your behalf – for you. If this happens, the manager will make sure that you agree with what is being said, if you are 12 or over. If you do not agree with what is being said then the complaint will go no further and the adult will be told why.

 **5.****Anonymous Complaints**

If you want to make a complaint you must give us your details. An anonymous complaint will not be considered, as we may need more details about it to take action but if we receive information that might relate to child protection or someone in danger we have a duty to pass this on.

 **6.****What Can I Complain About?**

You can complain about lots of things, such as:

* How a service has worked for you;
* How long it took for you to receive a service;
* Services you expected that did not happen;
* Attitude or behaviour of staff – this may be either looked at as a complaint or through a different process. You will be told of any decision.

 **7.****What Happens to My Complaint?**

All complaints are looked at individually. You should make a complaint as soon as it happens, as if you report it more than a year after, it may not be looked at. You will be told the reasons why.

When a complaint is received, the manager will get in touch with you within ten working days and they will look at helping you with this. This can be on the phone, by a letter or in a meeting.

Cornerhouse’s complaints process is made up of three stages:

* **Stage 1** – All complaints go through Stage 1. Your complaint will be sent to the manager of the service who will get in touch with you within ten working days;
* **Stage 2** – If Stage 1 did not fix the problem or you do not understand what has happened, an investigation will take place. This can take up to 35 working days. A report will be written and will have suggestions on how to fix the problem;
* **Stage 3** – If you are still not happy, you can ask for your complaint to be looked at by the Vice Chair of the organisation. They will listen to everyone involved and help reach an agreement on what should happen to make things right.

So we can deal with your complaint, it is important that you:

* Give us all of the details of the complaint when you first tell us about it;
* Co-operate with the manager who is looking at your complaint.

If you are unreasonable we may ask you to agree to only contact us in a certain way and at certain times.